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Reflections on Paradise, Volume I: An Analysis of Comments of Military Families Residing Off Base, Hawaii 1993

Susan N. L. Hollingsworth

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**Reflections On Paradise, Volume I: An Analysis of Comments
of Military Families Residing Off Base, Hawaii 1993**

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| 13. ABSTRACT (Maximum 200 words) The Survey of Military Families Residing Off Base, Hawaii 1993 is a survey designed to gain feedback from military personnel regarding the services provided by the housing office, and their experiences in connection with obtaining housing on the local economy in Hawaii. At the end of the survey, respondents were given the opportunity to make comments about civilian housing, the performance of the housing office, or suggestions for improvement. This report analyzes those open-ended comments. | | | | | |
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Foreword

In 1993, Project HOME conducted parallel surveys of military families residing on and off base in Hawaii. The information was collected to assess customer satisfaction with services provided by the housing offices, satisfaction with military housing, experiences in connection with obtaining housing on the local economy, and general problems faced by personnel assigned to duty in Hawaii. This research was sponsored by the Commander, Oahu Consolidated Family Housing (Provisional), under reimbursable Work Unit 93WREE502.

At the end of the survey, respondents were given the opportunity to write comments about the material covered in the survey. This report consists of an analysis of the open-ended comments by residents living off-base. The author thanks Margaret Gordon-Espe, Ren'ee Rothlein, and Sue Ryan for their assistance in data entry and identification.

Any questions regarding this report should be directed to Herbert George Baker, Organizational Assessment and Development Division (619) 553-7639 or DSN 553-7639.

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Summary

Background

The *Survey of Military Families Residing Off Base, Hawaii 1993* is a survey designed to gain feedback from Navy personnel regarding the services provided by the housing office, and their experiences in connection with obtaining housing on the local economy in Hawaii.

Hawaii is considered a high cost duty area for service members. Housing cost and availability continue to be major drawbacks to an assignment in Hawaii. Not only are there problems with racial discrimination and isolation from the mainland, but housing is scarce and expensive. Some personnel choose to live off-base in spite of the higher expense, while others are forced to live on the economy due to their ineligibility for or the shortage of government quarters.

Purpose

To manage the island-wide consolidated housing, the Commander, Oahu Consolidated Family Housing (Provisional) has requested information which will identify the strengths and weaknesses of ongoing programs, the appropriateness of current policies and procedures, and the level of satisfaction among the customers of the command. Previous surveys (1985 and 1987) have been conducted to gather such information; however, new surveys are needed to assess progress. The purpose of the present study was to gather information relative to:

1. Satisfaction with services provided by relevant government agencies.
2. Experience in connection with obtaining housing on the local economy.
3. Information on expense and convenience factors relative to civilian housing.
4. Experiences in connection with duty in Hawaii.

At the end of the survey, respondents were given the opportunity to make comments about civilian housing, the performance of the housing office, or suggestions for improvement. This report summarizes the analysis of those open-ended comments. Studies have shown that open-ended questions measure the important concerns of respondents (Geer, 1991)¹ and may be a better indicator of sources of discontent than closed-ended questionnaires (McNeely, 1990).² When individuals are given the opportunity to submit written comments, they tend to voice their concerns and criticisms rather than their joys and satisfaction; thus a negative picture is painted. For a more balanced picture, the reader should take the information contained in this report in conjunction with the quantitative information contained in the management report (Baker & Le, 1994)³

Method

Of the 5,058 questionnaires mailed out, 2,129 were returned as undeliverable; 879 were completed and 778 were used in the analyses. The effective response rate was 26.6%. Of the 778

¹Geer, J. G. (1991) "Do open-ended questions measure "salient" issues?" *Public Opinion Quarterly* 55(3), 360-370.

²McNeely, R. L. (1990) "Do respondents who pen comments onto mail surveys differ from other respondents? A research note on the human services job satisfaction literature." *Journal of Sociology and Social Welfare* 17(4), 127-137.

³Baker, H. L., & Le, Sharon K. (1994) *Survey of Military Families Residing On-Base* (NPRDC-TR-94-12). San Diego: Navy Personnel Research and Development Center.

used in the analyses, less than half (329) contained a comment. Because individuals sometimes addressed more than one topic in their comments, the total number of comments serving as the basis for this analysis, (430), exceeds the total number of respondents, (329). It must be noted that this low response rate militates drawing firm conclusions from the data. This report can merely present indications for use by management.

Findings

The issues addressed in the comments can be summarized as follows:

1. For the most part, personnel expressed dissatisfaction when commenting on the Housing Office. The current policies and practices of the Housing Referral Office and their treatment of patrons came under fire.
2. Personnel addressed a variety of concerns such as: condition, maintenance and pest control; expense and financial matters; location and availability; security; child care and schools; furniture and appliances; pet control; and reasons for and against off-base housing when discussing off-base housing.
3. When discussing on-base housing, personnel addressed concerns such as: condition, maintenance, and pest control; location and availability; security; child care and schools; furniture and appliances; pet control; comparison among services; comparison among paygrades; and reasons for and against on-base housing.
4. Comments on permanent change of station facilitation focused on the sponsor program, dissemination of necessary information, temporary lodging allowance, and Community Home Finding Referral and Relocation Services, and Transportation Assistant Program.
5. Suggestions for improvement from personnel stressed that the lower ranked personnel should get housing first. Various other suggestions included the need for more housing, the need for a more liberal pet policy, shorter waiting times, up-to-date lists, ways to reduce the financial strain, and so forth.
6. A few individuals felt satisfied with their living conditions and their treatment by the servicing housing office.
7. Personnel also expressed their opinions about the survey itself.
8. Some personnel had comments on a variety of issues not subsumed under other categories.

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Introduction

Background

The *Survey of Military Families Residing Off Base, Hawaii 1993* is a survey designed to gain feedback from Navy personnel regarding the services provided by the housing office, and their experiences in connection with obtaining housing on the local economy in Hawaii.

Hawaii is considered a high cost duty area for service members. Housing cost and availability continue to be major drawbacks to an assignment in Hawaii. Not only are there problems with racial discrimination and isolation from the mainland, but housing is scarce and expensive. Some personnel choose to live off base in spite of the higher expense, while others are forced to live on the economy due to their ineligibility for or the shortage of government quarters.

Purpose

To manage the island-wide consolidated housing, the Commander, Oahu Consolidated Family Housing (Provisional) (OCFH(P)) has requested information which will identify the strengths and weaknesses of ongoing programs, the appropriateness of current policies and procedures, and the level of satisfaction among the customers of the command. Previous surveys (1985 and 1987) have been conducted to gather such information; however, new surveys are needed to assess progress. The purpose of the present study was to gather information relative to:

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At the end of the survey, respondents were given the opportunity to make comments about civilian housing, the performance of the housing office, or suggestions for improvement. This report summarizes the analysis of those open-ended comments. Studies have shown that open-ended questions measure the important concerns of respondents (Geer, 1991)¹ and may be a better indicator of sources of discontent than closed-ended questionnaires (McNeely, 1990).² When individuals are given the opportunity to submit written comments, they tend to voice their concerns and criticisms rather than their joys and satisfaction; thus a negative picture is painted. For a more balanced picture, the reader should take the information contained in this report in conjunction with the quantitative information contained in the management report (Baker & Le, 1994)³

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Approach

Sampling and Coding of Comments

The surveys were mailed to the addresses of service members residing in off-base housing that was provided by OCFH(P). Each addressee received a survey questionnaire, a cover letter (signed by the Deputy Commanding General, U.S. Army Pacific), and a postpaid reply envelope (addressed to NAVPERSRANDCEN). Mailing was done in July 1993, to 5,058 military families (4,866 off post private rental, 192 government leased). A follow-up card was mailed to each addressee in August 1993.

Of the 5,058 questionnaires mailed out, 2,129 were returned as undeliverable: 879 were completed; and 778 were used in the analyses. The effective response rate was 26.6%. Of the 778 used in the analyses, less than half (329) contained a comment. Because individuals sometimes addressed more than one topic in their comments, the total number of comments (430) serving as the basis for this content analysis exceeds the total number of respondents (329). It must be noted that this low response rate militates against the drawing of firm conclusions from the data. This report can merely present indications for use by management.

Questionnaires received by 15 October 1993 were included in the database. All questionnaires were serialized and scanned into a database for subsequent analysis using the Statistical Package for the Social Sciences (SPSS-X). Questionnaires were retained for a later analysis of the comments.

Organization of Report

This report consists of three parts. Part one contains a listing of the content categories, their frequencies, and their percentages (Table 1). Part two contains an overview and a sample of the comments received. The comments in each topic area: the housing office, off-base housing, on-base housing, permanent change-of-station (PCS) facilitation, suggestions for improvement, those personnel expressing satisfaction with their circumstances, the survey itself, and miscellaneous topics were summarized and sample comments were included. The third part contains all 412 comments verbatim and can be found in appendices A through H. Each of the appendices is preceded by a table showing the frequency of responses by Housing Office for that particular topic area. Appendix I contains a definition of the acronyms found in the report. A copy of the survey is contained in Appendix J.

Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, if its their first assignment in Hawaii, whether they rent or own/furnished or unfurnished, or whether the housing is government leased, and which Housing Referral Office (HRO) was used.

Table 1
Categories, Frequencies, and Percentages of Comments

| Category | Frequency | Frequency Total | (% of Total) |
|---|-----------|--------------------|-----------------|
| Housing Office | | | |
| Policies and Practices | 77 | | |
| Treatment of Patrons | 26 | 103 | (25) |
| Off-Base Housing | | | |
| Condition, Maintenance, and Pest Control | 18 | | |
| Expense and Financial Matters | 30 | | |
| Location and Availability | 1 | | |
| Security | 5 | | |
| Child Care and Schools | 5 | | |
| Furniture and Appliances | 11 | | |
| Pet Control | 4 | | |
| Reasons For or Against Off-Base Housing | 10 | 84 | (20) |
| On-Base Housing | | | |
| Condition, Maintenance, and Pest Control | 22 | | |
| Location and Availability | 16 | | |
| Security | 3 | | |
| Child Care and Schools | 3 | | |
| Furniture and Appliances | 1 | | |
| Pet Control | 2 | | |
| Comparison Among Services | 7 | | |
| Comparison Among Paygrades | 3 | | |
| Reasons For or Against On-Base Housing | 3 | 60 | (15) |
| Permanent Change-of-Station Facilitation | 11 | | |
| Sponsor Program | 22 | | |
| Necessary Information | 39 | | |
| Temporary Lodging Allowance | | | |
| Community Housing Finding Referral and Relocation | 6 | | |
| Services and Transportation Assistant Program | | 78 | (19) |
| Suggestions for Improvement | | | |
| Lower Ranks Get Housing First | 32 | | |
| Other Suggestions | 22 | 54 | (13) |
| Satisfied | | 11 | (3) |
| Survey | | | |
| Positive Comments | 2 | | |
| Negative Comments | 8 | 10 | (2) |
| Miscellaneous | | 12 | (3) |
| Overall Total | | 412 | (100) |

Note. Percentages may not total 100 due to rounding error.

Results

Housing Office

Overview: When commenting on off-base housing in Hawaii, many personnel expressed concern about the HRO. The Housing Office was perceived as being inefficient, poorly managed and unable or unwilling to meet the needs of the personnel assigned to Hawaii. Some personnel felt the Housing Office was inconsistent, unfair and displayed favoritism in the assignment of quarters. Consolidated housing in Hawaii was seen as a failure because people were restricted in their choice of housing areas. Personnel believed that a truly consolidated housing program would have more consistent rules and would allow people to reside where they wanted. The treatment of the patrons by the staff of the Housing Office was viewed by some as questionable. They were seen as rude, inattentive, misinformed, uninformed, or deceitful. Communication was viewed as a source of frustration by some because many of the staff spoke with a heavy accent or broken English. As one officer commented, "Housing needs to be more responsive to questions and more polite to those they wait on."

Sample Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, whether it is the respondent's first assignment in Hawaii, whether they rent or own, furnished or unfurnished, whether the housing is government leased, and which HRO was used.

Policies and Practices

- *If I would have known how poor the housing situation was in Hawaii, I would not have selected this assignment. There should be a DAIG investigation of the Housing Office in Hawaii. It is hard for me to understand why the personnel and housing office cannot talk to each other. Both are "broken!"*

(Army, male, O-4, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

- *The housing office doesn't work efficiently, provides poor service, and doesn't meet the needs of the personnel assigned here. Some of the employees are rude; others are condescending. It's been 1 year and we've never been offered a house, not even once. We will take any house on base we can fit into!! I think that the local community has a poor opinion of the military due to the historical and cultural differences associated with the sovereignty issue. Most local people ostracize all military regardless of rank and their dependents. The kids in high school and middle schools get the brunt of the racism.*

(Air Force, female, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

- *Disposition of housing units is completely unfair and biased. We have a report date of 29 April 1993, and we were told the wait for a two, three, or four bedroom was 6 to 8 months. Meanwhile a new ship is home ported at Pearl Harbor and all of those families get priority. Also four of my shipmates (E-6 with two dependents) arrived at my command (from CONUS shore duty) after us and are already in military housing.*

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Treatment of Patrons

- *Housing Office did little to nothing to assist with housing. They were rude and obnoxious. AFTER being in the economy for 8 months and being on the three-bedroom housing list, my lease is up and I'm told no houses available.*

(Army, male, E-7, Tripler Army Medical Center (TAMC), first assignment, rent/unfurnished, Fort Shafter)

- *My experience with the Housing Office has been very negative. The staff that I've dealt with have been rude, inattentive, misinformed, uninformed, and more concerned with personal phone calls than my housing needs. Also, most of the staff that I've worked with have such thick accents that it's almost impossible to communicate with them.*

(Navy, male, E-7, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

- *Also, I understand what a difficulty it may be working at the housing office, but the two counselors I have dealt with have been very impatient and at times rude. Sometimes communication is a source of frustration for both parties at the housing office. Heavy accents and/or broken English can make a new and complicated process almost impossible. Thank you.*

(Navy, male, E-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Off-Base Housing

Overview: Comments about off-base housing focused on the cost of living and the quality of available housing in Hawaii. Many personnel believed the cost of living there was too high and that their income would not be adequate to meet their expenses. They felt they would have to choose a less than satisfactory life style to live in off-base housing. That option was frequently chosen, however, because personnel believed the waiting list for on-base housing was too long, the conditions in on-base housing were worse, and they would not qualify for a large enough unit to meet their needs or desires. The lack of adequate child care and the poor quality of available schools were factors causing some personnel to decide to live off base. The prohibition of pets by many landlords made off-base housing less desirable and was thought to be unreasonable. Although it was hoped that government leased housing projects would be a panacea for the housing dilemma, many personnel expressed dissatisfaction with some of them, feeling they were in poor condition and in poor locations.

Sample Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, whether it is the respondent's first assignment in Hawaii, whether they rent or own, furnished or unfurnished, whether the housing is government leased, and which HRO was used.

Condition, Maintenance, and Pest Control

- *Overall, quality of civilian housing on Oahu is poor. Landlords are greedy and their only concern is to rip off the military and their families. I think it is a crime.*

(Air Force, male, O-5, Hickam AFB, not first assignment, rent/unfurnished, Hickam AFB)

- *In 4 September 1992, my wife and I moved into Mililani. When we first accepted the housing assignment, we were very pleased with the appearance and idea of leased civilian quarters. During that weekend that we moved in, I noticed that the electrical power outlet to the right of the entrance was inoperative. I took the face plate off to find the wires loose, unconnected, and dusty. Around the wires was packed with wall insulation underneath the wood paneling. I attempted to get in contact with the landlord by leaving messages for 3 days with no return response. Finally my Dad, who is good with wiring, fixed the problem. These wires were live and could have caught fire anytime.*

(Army, male, E-5, other, first assignment, rent/furnished, none)

- *In the civilian housing we live in Waipahu, I feel that it is one of the worst towns to live in. Being a Navy wife and my husband being away a lot, I am really afraid to stay here alone. There is lots of hatred for military people here. The housing is inadequate and I feel the military is being taken advantage of for the prices charged for rent. It's just not worth it! I understand about insects here too, but in this area they are absolutely awful. It's very unsanitary! The HUGE roaches are absolutely disgusting! I don't really agree with the military housing either, but at least I would be closer to other military families. I feel there could be a lot more done to make housing life here in Hawaii better. Once we leave this island, we will do all in our power to stay away! I would not want to deal with these problems again. Also, the cleaning charges for moving out of civilian housing are extremely inflated and should be investigated.*

(Navy, Male, E-5, Pearl Harbor, not first assignment, rent/unfurnished, Pearl Harbor)

Expense and Financial matters Basic Allowance for Quarters (BAQ), Cost of Living Allowance (COLA), Variable Housing Allowance (VHA)

- *Hawaii is a wonderful place to live; however, the cost of living is extremely high. If my spouse did not work, I could not afford to stay here. Plus the cost of buying a home is too high. There is no hope of enjoying the "American Dream" in the Hawaiian Islands. Cost of living allowance needs to be raised. I was stationed in Japan before this tour, and the cost of living is higher here.*

(Navy, male, E-5, Barbers Point, first assignment, rent/unfurnished, Barbers Point)

- *VHA, BAQ, and COLA need to be much higher in order to live in Hawaii. We go out of pocket \$500 a month to make ends meet. Housing for enlisted personnel could be a little more decent and the wait shouldn't be 1 year. Officers make more money and should wait, not enlisted.*

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Location and Availability

- *Although stationed at Kaneohe MCAS, we stayed away from living in Kailua or Kaneohe, because most of the neighborhoods were poor in appearance (cars on jacks, old rusted refrigerators in the car ports).*

(Marine Corps, male, O-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

- *I strongly think you should look at the government-leased housing. It is in poor condition and in a bad community. We do not feel safe and neither do our military neighbors, the few we had.*

(Air Force, female, E-3, Hickam AFB, first assignment, government leased, Hickam AFB)

Security

- *With regard to the security of off-base housing, I would feel that houses or homes would have adequate security if they did not have louver windows vice standard windows. They are not very secure or private.*

(Navy, male, E-6, Camp Smith, first assignment, rent/unfurnished, Pearl Harbor)

- *We need more police patrols in our area. Also, our neighborhood is not a place to raise small children. My neighborhood is not the type. We have no privacy in our house. Our studio is very small. Our neighbors are always fighting, cursing. We can't take out another loan to get a decent place to live. Please try to get us into base housing as soon as possible. Thank you. I believe that Hawaii is not a good duty station at all. Especially for a first duty station.*

(Marine Corps, male, E-3, Kaneohe Bay, blank, rent/furnished, Kaneohe Bay)

Child Care and Schools

- *What price for "paradise?" Very exorbitant and not only in monetary terms. Living here has been most difficult because of cost and quality of life, but also because of the public educational system. Most children in the schools are well-fed but that's all—academics are poor, children graduate from high school as functional illiterates. As a consequence, our children are in private schools, and we spend both time, money, and energy to get them there. Commuting to their schools is 1 hour both ways twice a day even though the distance is 17 miles. The kids get up at 5:00 am to leave the house by 6:00 so they can make it to school by 7:35. Riding the city bus home, they don't get home until 7:00 pm! In order to accommodate our children, my wife drives them to and from school. She is unable to commit herself to any employment since she home-schools our preschools. There are no suitable schools for him.*

(Air Force, male, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

Furniture and Appliances

- *Loaner furniture is a great deal.*

(Army, male, O-4, Camp Smith, blank, rent/unfurnished, Fort Shafter)

- *Loaner furniture is old, in poor repair, and usually extremely dirty when issued.*

(Army, male, O-3, TAMC, not first assignment, rent/unfurnished, Fort Shafter)

Pet Control

- *You need to consider pet owners like me who don't leave their dogs on the mainland. We had a hard time locating a place that accepted pets. We are paying a lot more too because of the fact we have dogs. They are a part of our family, too!*

(Marine Corps, female, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Reasons For or Against Off-Base Housing

- *We have chosen to stay in our civilian apartment longer than necessary, because we do not care to live with ALL military neighbors. Although housing is quite a bit smaller, we have learned to accommodate. I still wish we could purchase a home for investment/future reasons; however, prices are way over inflated for our budget.*

(Army, male, E-5, Camp Smith, first assignment, rent/unfurnished, Fort Shafter)

- *There are people out there that cannot afford living off base and yet they have to. Do you really think an E-2 with a wife and maybe a child can afford to pay \$800 plus a month and \$200 plus for utilities? I don't think so. Excuse me for being so blunt, but the system sucks and something needs to be done about it. Why do you think so many lower ranking soldiers get in trouble for bouncing checks or not paying bills? Why do you think so many marriages split up in Hawaii? Because the financial situation is too stressful and nobody cares.*

(Army, female, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

On-Base Housing

Overview: Availability of on-base housing was perceived as a major drawback to a duty assignment in Hawaii. Even though there is a shortage of available housing, the condition of military housing discouraged many personnel from choosing to live on base. They felt the majority of units on post were substandard, dilapidated, run-down, and in dire need of renovation or upgrading. The cost of living in the civilian community, on the other hand, was prohibitive. The amount of security in on-base housing was oftentimes seen as inadequate since military housing areas seem to be targeted by local criminals. The school system in Hawaii was thought to be very poor. Child care in general and the supervision of smaller children was inadequate. The government program for the provision of furniture and appliances was viewed with dissatisfaction by some while others saw it as a great resource. Some residents felt additional pets should be allowed while others complained there were too many left abandoned when their owners were transferred. There was a perceived difference in the quality of housing between services. Some personnel felt only the Army had problems and others believed housing was solely a Navy problem. All seemed to agree that the Air Force had some pretty decent homes and that the disparity in housing conditions between officer and enlisted was appalling.

Sample Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, whether it is the respondent's first assignment in Hawaii, whether they rent or own, furnished or unfurnished, whether the housing is government leased, and which HRO was used.

Condition, Maintenance, and Pest Control

- *A lot of Navy housing in Hawaii appears to be run down. Little to no renovation seems to be going on either. I believe something positive should be done now. Action speaks louder than words or planning.*

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, none)

- *Hawaii military family housing is the worst housing I have ever seen, CONUS or OUTCONUS. The general condition is dilapidated and run down. Most housing areas were unsightly and showed no evidence of any type of routine maintenance. I have seen HUD inner city housing developments that looked better than some Navy housing. It is a disgrace. Many housing areas have no sidewalks, no yards, and no safe place for children to play in. Again, a disgrace.*

(Army, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

- *There is an extensive termite problem here which has accumulated over the years. Monies should be budgeted to adequately address the problem. The contracting agency to make repairs on Hickam housing should be changed. Their work is unsatisfactory and not timely.*

(Air Force, male, O-5, Hickam AFB, first assignment, government lease, Hickam AFB)

Location and Availability

- *The availability of on-post housing is much too limited in Hawaii, especially since the economy (civilian) housing is so expensive. The housing allowance is often not adequate, forcing one to use base pay to help cover cost—straining budgets on this expensive economy.*

(Army, male, O-3, TAMC, not first assignment, rent/unfurnished, Fort Shafter)

- *We felt that the housing on Hickam was not satisfactory because of the school, mainly the junior high and the high school, were not adequate. The housing on Hickam was also too small. Adequate housing was available at Wheeler with good schools but was not available for 2 years. By the time housing at Wheeler was available the family was already settled.*

(Air Force, male, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

Security

- *The amount of security on post housing areas is inadequate. The housing areas are easily accessible by any nonmilitary personnel. I myself feel that my OFF-post housing is more secure and less of a target for thieves than the "open post" on-post housing. I personally would not accept on-post housing if the area was not well secured by sentries at each entrance 24 hours a day, nor would I jeopardize my family or property by accepting unsecured housing areas.*

(Army, male, E-3, TAMC, first assignment, rent/unfurnished, Fort Shafter)

Child Care and Schools

- *The elementary school on Fort Shafter should be checked. We were told by the counselor there that our children could not get a quality education there. Why is that? Doesn't the Army care about our kids enough to check on the schools on post?*

(Army, male, O-4, other, first assignment, rent/unfurnished, Fort Shafter)

- *The school system in Hawaii is very poor. Our main concern was to get our children into a better district. Coupled with the abysmal housing in Navy areas, we chose to pay large amounts out-of-pocket to get in a nice house with best (of the worst) school district on island.*

(Army, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Furniture and Appliances

- **Loaner Furniture:** (OLY Services): Waited 3 days for delivery and 2 days for pick up (from scheduled times), had to extend TLA 2 days and government carrier finally picked up furniture. Very bad contract company. Unreliable and dishonest—told government liaison we weren't home, couldn't find address, etc.

(Air Force, male, O-3, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

Pet Control

- *Base housing should allow for more pets if pets are well-behaved.*

(Marine Corps, male, E-8, Kaneohe Bay, rent/unfurnished, Kaneohe Bay)

- *Pet quarantine cost should be controlled or given to service members at a lesser cost. Landlords on this island take full advantage of the military re the high rents. The off-post housing cost is not worth the rents we pay here. On-post housing needs improvement and provisions for married members without children living at home.*

(Army, male, E-6, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Comparison Among Services

- *The difference in quality of housing between services is CRIMINAL. ARMY housing in Hawaii is substandard and unsuitable. Waiting list for the Army is entirely too long. I still, to this date, do not understand why an Army officer assigned to a joint duty assignment only qualifies for housing on Shafter, Tripler, AMR. Why isn't Wheeler/Schofield available?*

(Army, male, O-3, Camp Smith, first assignment, rent/unfurnished, Fort Shafter)

- *I see the Air Force has some pretty decent homes. But rumor has it the Air Force will build the houses, exchanges, and day care facilities first and if there's money left over, they'll build the runway and tower. Maybe the Navy should practice this awhile. Maybe we'd keep some more of the finer sailors vice letting them go because they're ashamed to bring family or friends over from the mainland to visit.*

(Navy, female, O-1E, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

- *Most of the housing is substandard. When you go on the Air Force base and the Army base and see how nice their housing is and then see what the Navy is forced to live in, it really is demoralizing. I'm glad I'm at the end of my career because I see the Navy taking a turn for the worse. Everyone is talking, but no one is taking any action.*

(Navy, male, W-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

- *Some areas of Schofield Barracks look like slum areas. They must be better maintained. There is a gross inequity in housing quality, size, and availability between Army, Air Force, and Navy housing areas. (Air Force junior NCO housing is better than Army company grade officer housing.)*

(Army, male, O-3, Schofield Barracks, first assignment, own, Schofield Barracks)

Comparison Among Paygrades

- I feel that when E-5's are given four bedrooms and E-8's are only given three bedrooms, we've got a problem--with or without children; also—that advance copies should be put up so that upon arrival you don't have to wait so long. We would have stayed in military housing if we were properly informed. During 18 1/2 years in the Navy, my family and I have never lived in military housing for the very reason: Wait—Wait—Wait. The Air Force and Army treat their people better than the Navy.*

(Navy, female, E-8, other, not first assignment, rent/unfurnished, Pearl Harbor)

- My comments have nothing to do with your office but pertains to Navy housing in general. You may not have any control over what it looks like, but maybe an effort could be made. I often pass by enlisted quarters on my way to shop at the commissary. To tell you the truth, I would never live in such an environment. Not only are they as small as boxes, but the paint is peeling, and they are generally in poor condition.*

(Navy, O-4, other, first assignment, rent/unfurnished, Pearl Harbor)

Reasons For and Against On-Base Housing

- You don't even want to get me started about our government contracted housing in Tropicana West. Since we have moved in, we have had nothing but trouble, and I am very unhappy about the situation we were placed in. According to the POLICE, I quote, "The military put you in a bad situation because you're white, and you just need to move!" This was after a neighbor forced her way into my home.*

(Army, female, E-4, Wheeler Army AF, first assignment, blank, Schofield Barracks)

- Was offered post housing, found in all cases it was too small, not enough storage, not enough privacy, too much noise, for the most part run down. I personally like the freedom and change of environment an off-post residence offers. Although some of the cost for living off post wasn't covered by housing VHA and COLA allowances, I would still prefer to live off post. I lived in Mililani; it is without a doubt the most convenient, livable area available to Schofield. The comments about security are general. All detached houses with louver windows are not very secure. Mililani is by far the most secure.*

(Army, male, E-7, other, first assignment, rent/unfurnished, Schofield Barracks)

- The reason we continue to live off post is the quarters that are offered. They look substandard and are too small. We own a three-bedroom house in Texas and even after storing some furniture prior to this move, the quarters are too small. A two-bedroom quarters is entirely unsatisfactory.*

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

- All new government quarters in 1991-1992 were available to E-6's and below only. This was/is a totally unfair policy which has backfired. The lower enlisted soldiers and families misuse/abuse the quarters. Government quarters were inadequate/unavailable when I entered the Army as a Private and 23 years later as an E-8, the situation in Hawaii remains the same. Overall, civilian housing in Hawaii is TOTALLY unsafe (bug infested), too expensive, too small, poorly ventilated, and poorly constructed.*

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Permanent Change-of-Station Facilitation

Overview: A primary issue affecting PCS facilitation concerned the sponsorship program. The sponsor was seen as essential in providing the newcomer with necessary information and directions, thereby relieving some of the stress associated with a major move. Many personnel reported, however, a lack of responsibility and/or knowledge on the part of their sponsor. Frequently, the housing office was unable or unwilling to supply personnel with the necessary information and occasionally misled them. The housing lists from the Housing Office were usually found to be out-of-date and useless. Another primary issue affecting PCS facilitation was the Temporary Lodging Allowance (TLA) program. Although many personnel felt TLA was a great idea in theory, it fell short of expectations in practice. They believed TLA was inadequate for Hawaii due to the high cost of living there and that some of the TLA regulations needed to be reworked.

Sample Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, whether it is the respondent's first assignment in Hawaii, whether they rent or own, furnished or unfurnished, whether the housing is government leased, and which HRO was used.

Sponsor Program

- *It would have helped tremendously if I had a sponsor to help provide information and directions about where to in process and how to get places when I first arrived. The Consolidated Housing Office explained the lists, provided maps and gave good information about area schools. However, many units had already been rented and it was difficult to call landlords, schedule appointments, and find my way to places in such heavy traffic all alone. Luckily, I had my own car and plenty of incentive. I was in a hurry to find a place in the first 3 weeks so my family could arrive and we could get settled before Christmas. A lack of sponsor resulted in added stress and a feeling of isolation/unfriendliness when I arrived in Hawaii.*

(Army, female, E-7, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

- *Generally speaking, lack of knowledge due to poor sponsors accounts for why most people are unprepared. Because we had friends here before we arrived, we did a lot of correspondence and were prepared better than most. Any of my negative answers basically reflect the sponsor who is "put-out" or upset at having to drive people around or answer questions. Hawaii is so outrageously expensive that we literally live hand-to-mouth. Without food stamps, welfare, WIC, etc., I don't know how young soldiers get by. Anything after Hawaii is cheap!*

(Army, male, O-4, other, first assignment, own, Schofield Barracks)

- *Our sponsor was a totally self-centered, unhelpful person. My husband did it ALL on his own and it took me calling the Capt. to get the paperwork we needed to get our family over here and back together (4 months apart and still have not received our separation pay). Also, our military families should be told about the local people, and how they resent us being here. We ourselves have had two very frightening events with the locals, and we're very happy to have recently received post housing.*

(Army, male, E-4, Schofield Barracks, first assignment, government leased, Schofield Barracks)

Necessary information

- *Housing Office did not inform me of home loan program and was not very helpful. Their lists were almost always outdated/incorrect.*

(Army, male, O-4, TAMC, first assignment, own, Fort Shafter)

- *The information packet I did get stated clearly as did the people at the loaner office that I was to get a washer, dryer, and fridge while on the island. But, when I went back to get them, I was stopped cold and told those military who buy here don't get appliances. Those items are in storage on the mainland. I could not get them here. I had to buy all three which added \$2,000 to my moving here.*

(Army, female, O-4, Triple Army Medical Center, first assignment, own, Fort Shafter)

- *In general, we were told different things by different people at the Housing Office. Information seemed to conflict at times. When we processed in, we were told the wait would be longer than 6 months. Since we entered into a lease, we really don't have any idea if that information was accurate or not. I think sponsors should let new arrivals know about the great difficulty in finding civilian housing that will accept pets! I never dreamed it would be such a nightmare. From my experience, I found about one in thirty landlords will even consider pets. The Housing Office did a good job about informing us of the utility deposit waiver form—it helped a great deal. Most of the people we dealt with at the Housing Office were cold and acted as if they were doing us a great big favor by being there. But unfortunately, after 11 years in the military, I find that attitude is not confined to the Housing Office.*

(Air Force, female, E-6, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

Temporary Lodging Allowance (TLA)

- *TLA is insufficient to cover time until government housing is available. Sponsor was deployed at the time of our arrival.*

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, other)

- *TLA is a good idea; however, too much stress is placed on the service member to find adequate civilian housing. I feel military housing is substandard. The exterior/interior of most units is depressing. Although it may not be your concern, I feel BEQ's are a disaster. I am glad I am married, because I'd rather go bankrupt than live there. Single BAQ should be offered to service members; however, there is not an option for single members. If there were, morale would greatly improve. However our "Commander in Chief" would rather screw us than help us.*

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

- *TLA helped out a lot; the program is great; however, if you don't get a house in 10 days, you're looked down upon; and it's difficult to explain why you can't. The TLA on base (Kaneohe) is really nice but every time you cook, the fire alarm goes off, so I don't see how it qualifies as having cooking facilities.*

(Marine Corps, male, E-6, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

- *The TLA program was unorganized and a hassle. The Pearl Harbor office (PSD) where the checks are picked up was very unprofessional and particularly an E-6. He was extremely rude and made the TLA experience and move here very unpleasant.*

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Community Home Finding Referral and Relocation Service (CHRRS) and Transportation Assistance Program (TAP)

- *All in all the housing office did nothing for us and provided little information; however, CHRRS provided information re safe areas, maps and were very helpful and the staff, as I remember, was quite nice.*

(Navy, male, E-6, Pearl Harbor, rent/unfurnished, Pearl Harbor)

- *No one told us about CHRRS or TAP.*

(Air Force, male, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

- *CHRRS really tried to find housing. Their lists were simply outdated. I found civilian housing by asking a Realtor who was available in a particular location that I liked.*

(Army, male, O-4, TAMC, first assignment, rent/unfurnished, Fort Shafter)

- *This has been due to lack of the "whole story" on programs which has resulted in unforeseen expenses being paid by "newcomers." I feel that the people who work in the housing offices and PSD's and etc. are not educated enough to provide people with all the rules and regulations of said programs and are concerned with how many people are processed instead of the quality of service provided to those people. I feel that the consistency of service between housing offices, PSD, and CHRRS is greatly varied and UNSAT, causing much frustration to most people arriving to this area.*

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

- *The TAP doesn't work for you if you have small kids and you want your spouse to see the place you choose to live. TAP will not take kids and I didn't know anyone well enough nor could I afford a baby-sitter for my two small kids. I am 41 years old married 15 years and have accumulated some fair amount of household goods, etc. but I have found no help in deciding what government housing area to put in for as far as square footage, what they look like inside. I am going broke in this rental but my son was already 2 months late in getting into school and I had to do something.*

(Army, male, E-6, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

Suggestions for Improvement

Overview: Suggestions for improvement of the housing situation in Hawaii focused on the need for more quality on-base housing. The lower ranks, in particular, felt the need to get into housing as soon as possible, because the cost of living in Hawaii is so high. Since their income and entitlements are less than the income and entitlements of senior enlisted and officer, they felt they should be given priority in housing assignments rather than having to wait the longest. Other suggestions touched on abolishing the "live where you work" policy. Some personnel wanted to be eligible to live in ANY military housing unit. The restriction on having pets and the fee on household goods storage were thought to be unfair.

Sample Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, whether it is the respondent's first assignment in Hawaii, whether they rent or own, furnished or unfurnished, whether the housing is government leased, and which HRO was used.

Lower Ranks Should Get Housing First

- *Base housing should be assigned to lower ranks before higher ranks because of less income to pay for rent and utilities.*

(Air Force, male, E-3, Wheeler Army AF, first assignment, rent/unfurnished, Hickam AFB)

- *Recommend that lower ranking soldiers with families be given priority on being set up first upon arrival here in Hawaii. They are the ones who need it the most. We seniors are well taken care of because that's our right; we've earned it. But that PVT or SPC is usually clueless about what to expect.*

(Army, male, E-9, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

- *I think there should be more government housing available, especially for the lower enlisted. Being an E-3, it's very hard to make ends meet. I would be more comfortable in government housing, not having to worry about the rent. It seems that the military doesn't care about lower enlisted. I've heard some stories where an E-3 got into government housing, but had to throw a fit or tell some story, or just know the inside loops of getting in. I would like to know them loops! [sic] I feel I'm being punished for being a private. But, you know what they say: RHIP (Rank has its privileges). If it's not possible for more government housing, then we at least deserve more VHA and BAQ.*

(Army, female, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Other Suggestions

- *Either lower the rent or raise the BAQ/VHA.*

(Marine corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

- *A suggestion for improvement would be appointment times based on task to be performed. On one occasion, I had to wait over 1 hour just to turn in a lease to a counselor who took 2 minutes when he saw me. This could have been handled by the receptionist and saved a lot of time.*

(Marine Corps, male, O-2, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

- *No household goods storage fees should be charged to service members on housing list until quarters have been turned down! Permanent/free storage of household goods offered to families in government quarters should also be offered to families living on economy. It is unfair to offer free storage for excess household goods to a select group of already privileged members.*

(Navy, female, O-3, Camp Smith, not first assignment, rent/unfurnished, Pearl Harbor)

- *Why not mix up service housing, having all the branches mingle? Surely this would promote better camaraderie.*

(Navy, female, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Satisfied

Overview: A few individuals expressed satisfaction with their accommodations, treatment, and financial situation in Hawaii. There was about an equal number of respondents with positive comments from on-base and off-base housing. The positive comments were spread out among the various Housing Offices.

Sample Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, whether it is the respondent's first assignment in Hawaii, whether they rent or own, furnished or unfurnished, whether the housing is government leased, and which HRO was used.

- *We live in the new housing (802). That is why our housing is satisfactory. The other housing on this base for the most part is extremely poor.*

(Marine Corps, male, E-6, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

- *If you're lucky, and we were, you can find affordable, acceptable rental property here in Hawaii. The service member must not get in a hurry, use some shop-around tactics. My wife and I looked at many dwellings before finding one that fulfilled all our necessities. I also believe that there should be some special consideration for transferring married junior enlisted to Hawaii. It's tough enough for SNCO's and junior officers to make it on this economy, but these junior enlisted have to accept cheap, substandard dwellings in order to eat. This segment of the service members have the least available amounts of on-base housing.*

(Marine Corps, male, W-2, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

- *We were happy with our off-base housing. It was a new complex and in a pretty good neighborhood.*

(Navy, male, E-6, other, first assignment, rent/unfurnished, other)

- *I am overall happy with our civilian residence. I do believe it should be possible for junior enlisted to obtain on-post housing sooner for the main reason that it is extremely hard to live on the economy, especially when finance messes up your check.*

(Army, female, E-2, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

- *Since our arrival in Hawaii, housing has been above the normal standards to me. I appreciate the extra things they have done and those things they probably didn't have to but did! We are quite satisfied and wish more bases were like this on Schofield.*

(Army, female, E-6, other, first assignment, rent/unfurnished, Schofield Barracks)

Survey

Overview: Some personnel commented about the survey in general. The majority of those individuals making comments felt the survey was too long. One person resented having to fill out yet another survey, while someone else appreciated the effort to make some positive changes.

Sample Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, whether it is the respondent's first assignment in Hawaii, whether they rent or own, furnished or unfurnished, whether the housing is government leased, and which HRO was used.

Positive Comments

- *Very Good Survey of Questions.*
(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Fort Shafter)
- *Thank you for sending us this survey. I hope that these surveys make some positive changes. I feel that in areas where the cost of living is so high that there should be more housing available for privates. Thanks.*
(Army, male, O-4, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

Negative Comments

- *Survey too long, poorly designed.*
(Army, male, O-4, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)
- *This survey is a bit long. How about a "does not apply" to an entire section instead of answering every question.*
(Marine Corps, male, O-4, Kaneohe Bay, first assignment, own, Kaneohe Bay)
- *I have been surveyed to death! Unfortunately the rate of survey mailings seems to increase each year. Some of you Ph.D.-prepared analysts should study the effect on morale of too many surveys and too little action taken to reconcile identified problems! But then, that would perpetuate the seam [?]. Come on fellows, let's stop studying ourselves and get down to fixing trouble spots.*
(Marine Corps, male, O-4, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Miscellaneous

Overview: Some comments could not be subsumed under the other categories. These comments were all grouped in a single category called *miscellaneous* rather than develop many new categories for those comments.

Sample Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, grade, whether it is the respondent's first assignment in Hawaii, whether they rent or own, furnished or unfurnished, whether the housing is government leased, and which HRO was used.

- *We were forced to send our daughter back to CONUS because of gang-related threats made to her in the Salt Lake area. Police were contacted, and we never heard from them nor did anyone contact us to follow up on this situation.*

(Army, male, E-9, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

- *Please do something about children and divorce situations and alternate family life situations. DO NOT FORCE PEOPLE TO GET MARRIED!*

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Fort Shafter)

- *Spousal employment is very difficult to obtain. As a spouse of a service member, while seeking employment, I've been told that my military experience is inadequate and that I am not a local, while on the mainland I've got more than adequate experience.*

(Army, blank, O-1, TAMC, first assignment, rent/unfurnished, Fort Shafter)

- *The military doesn't care how the enlisted live or get by. We're cannon fodder for pampered politicians who will never come close to the conditions we face daily. Your intentions to improve our lot are admirable, but let's face it: the politicians will never let it happen. Unless, of course, you're gay.*

(Marine Corps, E-6, Kaneohe Bay, not first assignment, rent/unfurnished, Kaneohe Bay)

- *Strongly oppose putting young E-1 through E-4's in government-leased housing 20 miles away from their duty station (Schofield to Makaha).*

(Army, male, E-8, Schofield Barracks, first assignment, own, Schofield Barracks)

Appendix A
Housing Office

Housing Office

Table A-1 presents summary information of the response frequencies of the comments on the operation of the Housing Office tabulated according to the processing Housing Office.

Table A-1

Housing Office Comment Frequencies

| Housing Office | Response Frequency |
|--------------------|--------------------|
| Barbers Point | 2 |
| Fort Shafter | 24 |
| Hickam AFB | 7 |
| Kaneohe Bay | 12 |
| Pearl Harbor | 27 |
| Schofield Barracks | 25 |
| Blank | 6 |
| Total | 103 |

Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, rank, whether it is the respondent's first assignment in Hawaii, do they rent or own/furnished or unfurnished, whether the housing is government leased, and which Housing Office was used.

Policies and Practices

We have gone into the Housing Office on at least six occasions and had to wait a minimum of 30 minutes before being seen every time. We were informed that it was not possible to make an appointment, it is a first come, first served basis. On one occasion, after driving from Aiea to Kaneohe Bay and arriving at their office at 3:15 pm, we were informed that the office was going to close in 15 minutes and would I please return another day? I told them that I drove 40 minutes to get there, and arrived before their closing time; therefore, I wanted to be seen. I was taken in at 4:20 pm, told that there was no new information, and was made to feel as though I was really inconveniencing "them" by asking these silly questions (i.e., "if we had a house we would call you, don't bother us" attitude).

(Army, male, O-5, Camp Smith, first assignment, blank, blank)

Housing list management is abysmal. The rules seemed to change every time I asked. I have not met anyone satisfied with this matter, even those who got quarters right away. I know of no reason to call OCFU "consolidated." I was not offered housing or any other service from any service other than my own. In fact, I was told I couldn't go anywhere but Ft. Shafter. I couldn't even use Schofield Barracks.

(Army, male, O-5, Camp Smith, first assignment, blank, blank)

I have sponsored two families since I got here. Housing services for them—and necessary information—has been just as bad as when I arrived. I am convinced the problems are systemic. The Housing Office at Kaneohe Bay seems to have evolved into a system where no one knows anything, and it is an inconvenience for them to tell you so. We requested being placed in company grade quarters when we found out the list was as long as it is for field grade housing. Since there are only 11 three-s for housing. That is terribly inequitable. We were told we COULD NOT be place in company grade quarters. That was the rule.

There also was no one on the waiting list for company grade quarters for four bedrooms. It is a known fact that the Station Commanding Officer has been changing who is designated key and essential personnel every year in order to benefit his incoming personnel. He even had one three-bedroom house designated bachelor's quarters so that the station senior chaplain, who is Catholic (therefore unmarried, no children or dependents), could have a base house. This takes away a house from those of us who are in greater need of housing due to the economic realities of Hawaii and having to support a family. I am sure a single officer was not expecting to be given a base house to reside in. In addition, they chose to give him a three-bedroom field grade house when there is already a shortage of available field grade houses. We believe a Station Commander should NOT have this much discretion, that it is inherently unfair. Another example of this is a case of the incoming Director of Facilities Management.

A house was HELD for him from early June until late July. The claim was that it required "maintenance" and was unavailable for anyone else, but would magically be ready just in time for this key and essential personnel to take occupancy. No work trucks were seen on a daily basis at this house. In fact, for the last month prior to its being occupied again, I know of no one who saw any workers at this quarters. When this gentleman and his wife and one child saw the house, they felt it was too small. They told housing they wanted another house, and that the Station Commander said he could have a four-bedroom house. A friend of mine was getting ready to leave and was in a four-bedroom field grade house. This LTCOL came to their house, looked at it, said they were going to take it and that it would be in their best interest if they did not tell anyone. Fortunately, an Army major had already found out about the four-bedroom house, and when he went into the Housing Office and was told he was not getting the house (when he knew he was the ONLY one on the four-bedroom list), he went through his chain of command to complain and the house was given to the appropriate party.

This kind of political favoritism interfering in housing makes everyone furious and points to the injustice in the system. If everyone had to wait the same amount of time, there would be no beef. However, it seems clear this is not the case at Kaneohe. We now know no more than we did in November 1992. The Housing Office informs us they have no idea who is due to move, when any house will be available, or any other information.

(Army, male, O-5, Camp Smith, first assignment, blank, blank)

On-post housing is not assigned properly—re: persons on TLA given housing prior to people who have been on the housing list over 14 months (Schofield/Wheeler). Also, an "0" day waiting list is not fair—as most leases penalize you if you do not give 30-day notice.

(Navy, male, E-4, Pearl Harbor, first assignment, rent/unfurnished, Barbers Point)

We know for a fact when we arrived in November that the rule was whatever list you put your family on, you had to stay on that list. If you switched lists, you moved to the bottom of the list and did not retain your placement by date of detachment and rank. Since that time, they have decided that you can switch lists and retain your order. This allows LTCOLs to move back and forth between the lists as they see fit, since they qualify for two housing areas, the "hill" and the regular field grade housing. A major has only the choice of the regular field grade housing. We have moved down on the list twice now since November because of list switching.

(Army, male, W-2, Wheeler Army AF, first assignment, Government leased, blank)

Since arriving in Hawaii, we have heard nothing but complaints regarding the Kaneohe Bay office of Consolidated Housing. We were informed of a system of favoritism and constantly changing rules. We put these comments down as rumblings of a few who could never be pleased, but were sad to find that they seemed to be true.

(Navy, male, E-4, Pearl Harbor, first assignment, rent/unfurnished, Barbers Point)

If we have a truly consolidated housing program on the island, then why is my family restricted to living either in AMR or Ft. Shafter? It seems that the government is wasting large sums of money paying me BAQ and VHA when there is currently housing available, but for whatever reason, because of my rank and duty station, I can't use it.

(Army, male, O-4, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

The idea of a Consolidated Family Housing Office is excellent in principle, but in practice it is failing miserably. I know of many situations where housing was given to service members who didn't otherwise qualify for the size of quarters they were given. At the same time, other soldiers waited for months on lists. I personally waited for 17 months before being offered a house that was miserably small. My infant child would have been at risk because the house was on the third floor, and the neighborhood was less than desirable. I am assigned to a Joint Command and should be afforded the opportunity to receive housing at Hickam AFB or Pearl Harbor. Neither place was ever mentioned as a possibility.

(Army, male, O-5, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

My perception of the Ft. Shafter Housing Office is that it is poorly managed. I don't believe they have a good grasp of what housing is available and who is next up to accept housing. The employees are fine. They are positive, considerate, etc.

(Army, male, O-5, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

We just moved to housing a couple of weeks ago. Filled out questions about civilian housing regarding our rental unit. Wait was too damn long for housing. Not enough adequate housing here on Oahu. Why is it the interns go to the top of the list? They receive more money than any of us and can rent like the rest of us!

(Army, male, O-5, Fort Shafter, first assignment, rent/furnished, Fort Shafter)

So there is no first come, first served here. I have to take another lease or what? So if you sign a lease, you may never get housing, but people who get here after you are in quarters because the timing was right. This is bull and it does not provide a fair chance for everybody. Housing is tight here in Hawaii, and we'll all wait our turns, but the system isn't working fairly. The Housing Office here on Ft. Shafter in Hawaii is the worst for customer service in my 15 years of service. They just don't care. So where do you turn to, what do you tell the young soldiers?

(Army, male, O-3, Camp Smith, first assignment, rent/unfurnished, Fort Shafter)

We were never informed that housing was such a problem in Hawaii (shortage and square footage). Moving from a 1600 sq. ft. house with yard on the mainland and getting offered a 900 sq ft. apartment on the third floor of a building after being on the island 16 months is ridiculous. AF officers offered housing within 30 days, much bigger housing and very well maintained. The Army does not take care of its people!!!

(Army, male, O-3, Camp Smith, first assignment, rent/unfurnished, Fort Shafter)

Housing was most helpful but too busy, too overworked and trying to get an appointment was a pain.

(Army, female, O-5, Tripler Army Medical Center (TAMC), Rent/unfurnished, Fort Shafter)

Why aren't the rules for viewing quarters the same at all posts? Why can one person of Shafter Housing be somewhat flexible in dealing with customers in the grades of O-4 and O-5 while someone else at Schofield is rigid and bureaucratic. It is strange to me that after 17 years in service, I'm relegated to quarters (size wise) that are no different than when I was a 2LT. A truly consolidated housing program would have consistent rules and allow people to reside where they wanted. I am of the opinion that no one should be on a housing list since 1990! (Check Schofield). Who is abusing the system (i.e., lease dates, housing, or the soldier)? This housing procedure has not been pleasant since so many at Housing, especially Schofield, think they are doing the service member a favor. Housing is important and housing employees shouldn't exert unnecessary power trips on SM's.

(Army, male, O-5, Camp Smith, first assignment, rent/unfurnished, Fort Shafter)

Housing Office at Fort Shafter has long waiting times to check with staff, often surly staff, and no easy or quick way to get TLA paperwork done.

(Army, female, O-4, TAMC, first assignment, own, Fort Shafter)

The issuance of government quarters is not fair to the family members. Housing is housing. I shouldn't matter who my neighbors are. I can't choose them! So don't penalize me and my family because I am a senior NCO but junior of my group (i.e., E-7, E-8, E-9) where E-6's, senior on the junior NCO list are picking up housing in 2 weeks in the same neighborhoods where I had to wait 6 months!!! That is a crock. This was verified by several members in and outside of my unit.

(Army, male, E-7, TAMC, blank, rent/unfurnished, Fort Shafter)

The Housing Office is extremely understaffed and the civilian housing info is somewhat outdated.

(Army, male, O-3, TAMC, blank, rent/unfurnished, Fort Shafter)

Housing offices are "broke." They need to move customers through them faster. No reason soldiers have to wait 4 to 6 hours to get housing information. More counselors do have appointments for less urgent needs. Housing Office won't project when quarters may be available, not even a broad window. Housing Office must require a bus to take people over to the Catlin CHRRS facility. I was told about it. But I wasn't going to waste another day waiting in line for "assistance." I went house hunting with my newspaper, maps and referral list from the Housing Office. I could have used the service of CHRRS; I'm sure other soldiers have opted not to use this service too.

(Army, male, O-4, Camp Smith, blank, rent/unfurnished, Fort Shafter)

Why is housing bias against sole-parent fathers who have children, but as a secondary custody? In order for me to get housing, I would have to marry someone. This is a form of discrimination!

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Fort Shafter)

The Housing Office at Ft. Shafter is poorly run. It is the worst I've ever dealt with! (1) Hours are short: 0730-1500 M-F, CLOSED 1200-1500 Wed for "training. (2) Service members often wait 2 or more hours for "appointments." (3) No one really seems to know what's going on. (4) Though there always seems to be lots of staff on duty, it is inevitable that only one to two are serving customers at any given time. (5) Officers are referred to one person (when asking about availability) who is referred to as "the only one who REALLY knows what the story is." (6) Office is small, crowded and poorly designed.

(Army, female, O-4, TAMC, first assignment, rent/unfurnished, Fort Shafter)

Family housing allocation of quarters seems terribly inconsistent. This is disheartening. Individuals in my office who recently PCSed to Hawaii with the same, identical family arrangement. One was upgraded from a three to four bedroom unit (availability of three bedroom units is woefully inadequate) and received a housing assignment within 2 weeks. The other individual remains on the three-bedroom wait list for the past 4 months. Is it luck? Is it timing? Is it who you know? From the appearance of it, it just doesn't seem fair and Family Housing is unable to provide an adequate explanation of when they "bend" the rules (regulations) to allow someone who is three-bedroom eligible take a four bedroom unit.

(Army, female, O-4, TAMC, first assignment, rent/unfurnished, Fort Shafter)

If I would have known how poor the housing situation was in Hawaii, I would not have selected this assignment. There should be a DAIG investigation of the Housing Office in Hawaii. It is hard for me to understand why the personnel and Housing Office cannot talk to each other. Both are "broken!"

(Army, male, O-4, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

At the Ft. Shafter Housing Office, the person who worked with me told me because I didn't have children, I could not get housing in AMR, and yet 2 months later two men I work with both got AMR and neither one has children. I'm a recruiter and the high school I was assigned was in that area. It would have been convenient but also less stressful as far as time and travel for me on house calls, and so forth.

(Army, female, E-7, own, rent/unfurnished, Fort Shafter)

The naval housing is very good at what they try to do to house military families but could use more assistance in the physical inspection of listed housing (i.e., off-post housing) so that military personnel in Hawaii DO NOT HAVE TO WASTE THEIR TIME LOOKING AT SUBSTANDARD LIVING ENVIRONMENTS.

(Army, female, E-5, TAMC, first assignment, rent/unfurnished, Fort Shafter)

I live in Mililani but work at TAMC. My wife works at Wheeler AAF. My kids are content with the schools and recreational activities in this area. Yet we are prohibited from applying for housing at Wheeler. Because I work at TAMC, I apparently am eligible to get housing at AMR only. If I would get housing at Wheeler, I'd willing consider moving into government quarters.

(Army, blank, O-4, TAMC, first assignment, rent/unfurnished, Fort Shafter)

Single officers continue to be the group that waits the longest to be offered on-base housing. That is called discrimination! Because we "don't have a family and are best able to live off base" (exact words told me). There are single persons who are still living in family housing but have no family. Does anyone ever police the housing units to see if there are actually dependents living there? If a person becomes divorced with no dependents living there all the time, they should vacate the unit. The "good 'ole boy" system is still alive. Those who know someone just seem to move up on the list or into the most desirable units. No policing here either, I guess.

(Air Force, female, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

It is ludicrous to believe a two-active-duty-officer family would forfeit BAQ and VHA (even at the without-dependent rate) to live in base housing. Our contact with the Hickam Housing Office was more mystery story than informational. Through stealth and a good sponsor, we found out how all the administrative and financial programs involving housing work. We have seen others who relied on Hickam Housing for all their information who made costly mistakes and/or didn't take advantage of all their benefits.

(Air Force, male, O-5, Hickam AFB, first assignment, own, Hickam AFB)

HRO rental listings were always out-of-date—we eventually found our place on our own. HRO gave us less than 30 days notice when base housing became available—didn't seem to care that this was a problem for us--seemed more concerned with self-imposed 10-day turnaround for vacant government housing than with the customer. HRO is closed for training every Wednesday afternoon--when will they become trained? Who are they kidding? Disparity between BAQ/VHA and prevailing local rents is just plain criminal. Whoever agreed to this monumental rip-off should go to jail. Yes, I have written my congressman.

(Air Force, male, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

The Housing Office on Hickam is filled with rude, lazy, and corrupt workers. A woman named ____ was the worst (she recently PCS'd). She was in charge of housing for O-4's and O-5's. She actually told me to my face that unless I would give her certain unauthorized service from my office, she would not help me get base housing. She was even rude while requesting her bribe. She deliberately refused to give me credit for my unaccompanied overseas tour. Though married to an E-7, she somehow managed to have a four-bedroom house with central air conditioning--very suspicious. An O-2 was recently given a house on Signer in quarters designated for O-4's and O-5's. He bragged to neighbors that he got it because he works for

personnel. Consolidated housing on Oahu is a massive failure. It is a collection of the worst kind of civil servants--totally unresponsive to the customer and operating outside any control or decency. The new manager at Hickam is a big improvement, and ____'s replacement, provides great service. The Housing Office on the Naval Reservation just across Nimitz Highway from the Plaza Hotel was the only place that helped us. ____ and her manager were very helpful.

(Air Force, male, O-4, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

The housing office doesn't work efficiently, provides poor service, and doesn't meet the needs of the personnel assigned here. Some of the employees are rude; others are condescending. It's been 1 year and we've never been offered a house, not even once. We will take any house on base we can fit into!! I think that the local community has a poor opinion of the military due to the historical and cultural differences associated with the sovereignty issue. Most local people ostracize all military regardless of rank and their dependents. The kids in high school and middle schools get the brunt of the racism.

(Air Force, female, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

I am most upset with the housing list. Altogether I was on it too long and stepped over by other people too many times. I feel that if you have a number on the list, you should always have the number in line no matter what comes up. Also, if you have off-base government housing, you should have someone close by to take care of problems and not 5,000 miles away in the mainland.

(Air Force, male, E-3, Hickam AFB, first assignment, government leased, Hickam AFB)

As far as the housing office, I've never had worse service. We were never told about being able to borrow furniture, staff were always rude (as if they were doing me a favor to even talk to me), erroneous in their information, if not out and out liars. They had no idea about what civilian housing conditions were. Never even informed us that civilian landlords do not accept pets, thereby causing not only us but lots of people additional stress. I am very disappointed and disgusted with the overall services supposedly available to the military member and his/her dependents.

(Air Force, male, O-5, Hickam AFB, blank, rent/unfurnished, Hickam AFB)

Having been an administrative manager for 5 1/2 years at a large company, I am dismayed at the manner in which the Housing Office is operated, conduct of the employees, and inconsistency of the information given out. Depending upon who you speak to on any given day, the information will vary tremendously. Had my performance been equal to that of the Housing Office, I would have been terminated within a week.

(Marine Corps, male, O-1, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

The rules for assignment to Hilltop Housing at MCAS Kaneohe Bay have become very political and are not applied evenly. It seems that the Housing Office personnel tend to change the rules whenever it suits their fancy. An article in the Hawaii Marine stated that personnel who were selected for LtCol could transfer to the Hilltop list based on their date of selection. Yet, we had previously requested exactly this on an AA [?] form and had been told that we would not be able to go onto the list on the date of the selection. We were told that we could only transfer to

the list with an effective date of 10 months after our actual eligibility date. When the housing rep was questioned, her answer was that assignment to Hilltop is very political! This is unsatisfactory and is indicative of the way housing changes the rules indiscriminately.

(Marine Corps, male, O-4, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

One Major Complaint: The Housing Office doesn't seem to have a clue as to who is checking out of housing. There are only about 20 field grade quarters (excluding Hilltop), yet I have never gotten accurate info on when I may/may not be offered a house. The Kaneohe Bay office is extremely inconsistent re what info is passed. Either they "don't know" or they pass "bum scoop."

(Marine Corps, male, O-4, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Housing office, in my situation, at Kaneohe Bay appears to be poorly managed—unfair in assignment of housing, and when questioned about procedures, becomes very defensive and unhelpful. I was offered one house after being on waiting list approximately 1 year. Was not allowed by tenant to view interior; decided to decline house. Also, informed Housing that we would like three bedrooms due to amount of household effects, told do not rate even though junior officers are placed in three bedrooms routinely. Housing Office Kaneohe Bay operates in a very questionable manner.

(Marine Corps, male, O-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

I have been stationed at KMCAS for 3 years. As a result of military cut backs, promotions are backlogged. I am an E-3 and have been for 4 years. Because of this I am being denied military housing. The housing list for E-3 and below is ridiculous while the E-4 and E-5 list has an average waiting time of 1 month. Simply because I work in a field that is not promoting does not seem to be a sound basis for denial of housing. The E-3's and below are the personnel who most need military housing and are the first to be denied, regardless of time on station. The regulations that govern the housing lists are in need of repair. Because of regulations that exist, I live in a roach infested basement that was turned into an apartment that I can't even afford. Does it affect my morale and job performance? You're damn right it does. I am now forced to move into a more expensive place (\$1147 plus utilities) simply to live in sanitary conditions.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

What is said and then what is done are in conflict at Kaneohe Bay. "Exceptions" to normal policy are frequently made by the Housing Office. Designation of "Key and Essential" and "Designated Quarters" are not made in any fair or equitable fashion but seem to be made according to personal preference. At Kaneohe, at least two "Hilltop" residents in "adequate" quarters have been relocated at government expense unnecessarily. Lists are, more often than not, inaccurate. For example, a family that had been off island for 1 year remained on the list. Three divorced men retained their places on the list for senior officers quarters. There are numerous names on the list "deferred" as people hope to get larger quarters when they come available. There is no set, consistent policy regarding families already in housing when the sponsor has a PCA move to "the other side of the island." Some are allowed to remain in quarters while others are forced to move--especially from Hilltop. The regulations are not clearly explained prior to occupying quarters. The inconsistencies make it difficult for the Housing Office and/or the families to get an accurate idea of their wait. A LtCol. was told June 30th he'd have a 1-year wait for quarters--after signing a new lease July 1st, he was offered a

house July 19th. This is unacceptable. When I complained at one point, I was simply told I was "misinformed." Most of my information came directly from the operations officer at the Oahu Consolidated Housing Office, Ft. Shafter. Very often a house is "designated" until occupied. Once occupied, the designation is deleted so another house can be "designated," keeping those "designated" houses to a minimum. It's a game. Is the General aware of this?

(Marine Corps, male, O-5, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Our main problem with the Housing Office is what appears to be favoritism in the assignment of quarters and the apparent attempt by Housing Office personnel to cloud the issue and at times give misinformation. The manager of that office needs to be reminded of his responsibilities to those he serves.

(Marine Corps, male, O-5, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

The list of available rentals I received from housing was seriously out-of-date as most of the listed units were already rented. This was at the end of August.

(Marine Corps, male, W-4, Kaneohe Bay, first assignment, blank, Kaneohe Bay)

We've been in Hawaii 1 year and are renting on a year-to-year lease basis. My husband is attached to 232, which is moving to CA in August. We are remaining in Hawaii. My husband is currently at WestPac and our lease expired. When I contacted the Housing Office to get an estimate on our waiting time for a house so I would know whether or not to commit to another year lease, I was told I needed to reinitiate all paperwork with the Housing Office under my husband's new orders, as he would be leaving 232. They didn't understand he was operating under his original orders which simply assigned him to Kaneohe, not 232. To make a long story short, they told me they couldn't house me for at least 6 months and then wouldn't because we would have less than 6 months left in Hawaii. I signed a year lease that would cost \$2,000 to break and the Housing Office called the next day and said they had a house, but I would have to move in immediately. Luckily we have leased a nice house, because now we're staying in.

(Marine Corps, male, O-4, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

I can't figure out why privates have to wait so much longer than NCO's or officers. The way I see it is that they make more money and it's discrimination to all privates.

(Army, male, E-3, Schofield Barracks, first assignment, rent/furnished, blank)

I had placed my name on the housing list and had spent time at sea just prior to moving to Hawaii yet I waited 18 months before I was offered my first house. In the meantime I watched other people from my command transfer in much later than I did who were in similar qualification positions get housing much quicker. I didn't like or understand it. Subsequently I entrenched myself into a town house in the civilian community and turned down the later offers for quarters (although I did go out and look the places over). A better tracking system would probably have precluded this problem and I would have been moved into quarters in a much more timely and fair manner.

(Navy, male, W-3, Camp Smith, first assignment, rent/unfurnished, Pearl Harbor)

Spouse and I arrived at different times. Housing Referral Office misinformed me about the difficulty of getting a TLA extension if spouse's arrival did not coincide with sponsor. Cost us about \$500.00 for this lesson.

(Navy, male, O-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The Housing Office was helpful but only when I contacted the office. The Housing Office has never contacted me even when I was offered a house. I found out by calling and getting an "Oh, by the way . . ."

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

As you know by this survey, my husband is an O-4, and we are fortunate to live in a very nice house and have space to move. I feel that other families that work equally hard for our government should be as fortunate. Just because Mr. E-3 does not have as much responsibility, and so forth., his family should still be able to live in adequate housing. Another concern is the length of time it takes for these families to receive maintenance as compared to that of our officers. It may not happen consciously, but it happens anyway. Because you live in Makalapa quarters in Admiral Row, every small concern should not be considered an emergency.

(Navy, male, O-4, other, first assignment, rent/unfurnished, Pearl Harbor)

Disposition of housing units is completely unfair and biased. We have a report date of 29 April 1993, and we were told the wait for a two, three, or four bedroom was six to 8 months. Meanwhile a new ship is home ported at Pearl Harbor and all of those families get priority. Also four of my shipmates (E-6 with two dependents) arrived at my command (from CONUS shore duty) after us and are already in military housing.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Housing Office does not return telephone calls and does not try to help with landlord and lease problems.

(Navy, male, O-1, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Since receiving this, we have moved into housing following our old residence in the process of being sold. Housing needs to be more responsive to questions and more polite to those personnel they wait on. Some personnel do not understand the procedures involved in receiving military housing. Main office is responsive and helpful on exceptions of policy.

(Navy, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

One reason why we decided to live out on the economy was that we were only eligible for a two bedroom house. We have a three bedroom house plus a garage and we still could use more storage space. I think it is unfair to only offer two bedroom houses for families with one child

(Navy, male, O-3, other, first assignment, own, Pearl Harbor)

Personal experience leads me to believe attention/preference is given by CHRRS to military couples with children. I waited 15 months for assignment. I know of families that arrived after me and moved into quarters within 6 months.

(Navy, female, O-3, Camp Smith, blank, rent/furnished, Pearl Harbor)

The waiting time for United States citizens seems to stretch forever whereas other races get right in. I have seen and experienced this. That is one reason I decided to buy a town house as I was told at the end of my 6-month waiting period (for those other races it is 2 weeks) that my name had been deleted and that I must wait another 6 months. It is very discouraging for Americans in the service of their country to have to endure this in their own country while preferential treatment is routinely given to mercenaries who transport large groups of dependents around at government expense.

(Navy, male, E-6, Pearl Harbor, blank, own, Pearl Harbor)

Very dissatisfied with Housing Office. I was on housing list 6 months prior to arriving. I got here, they were rude, didn't know about EFM program, failed to tell me I was eligible for chiefs' housing and housing on Hickam AFB. Only offered two bedroom, I wanted on three bedroom ineligible list. I have people I work with that have no children and have gotten three- or four-bedroom homes.

(Navy, female, E-6, other, blank, rent/unfurnished, Pearl Harbor)

As an enlisted, I would be eligible for a three bedroom and would have been able to move in to military housing which I would much prefer. I am an LPO [?] and was therefore put on a 1-year waiting list which made it mandatory for me to find civilian housing. I very much resent this.

(Navy, male, O-3E, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I think it's unfair that when a ship is transferred to Pearl Harbor, housing is reserved for them or they are put on the waiting list as soon as it is known they are coming. They don't do that for individuals who are being transferred.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I had been in Hawaii for 2 months before my husband was sent out on a deployment. It took a total of 4 months waiting period before being assigned housing on base. I have accepted it and expect to be able to reside in it by August. I spoke with the contractor at the Housing Office who informs me that it will probably be longer than August, but I will have to wait and see what happens. There was a very patient and caring housing assigner who was extremely helpful in processing my unit, but with that exception.

(Navy, female, E-6, Pearl Harbor, first assignment, rent/furnished, Pearl Harbor)

Upon check-in with the Housing Office, I asked to be placed on an "excess three-bedroom waiting list" at any available housing area, because I have acquired furniture, appliances, and miscellaneous personal items during my 16 years of military service. Instead, I was immediately placed on a two-bedroom waiting list because of my family composite (two dependents, paygrade E-6). When I was notified a two-bedroom was available, I declined because I felt it was much too small for my HHG. I sincerely think the Housing Office should consider length of service and the member's willingness to wait for excess three-bedroom to become available.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

After my experience with the Housing Office my theory is, if I want to get anything done, do it myself. Everybody at the HO acted like I should have known everything anyhow and plain didn't want to get off their duffs to help, so I quit asking and went on my own, and wa-la [sic], my family has a roof over their head!

(Navy, male, E-3, other, first assignment, rent/unfurnished, Pearl Harbor)

Our main complaint is, why can't you be able to live in any housing area? It seems the Army in the Ford Island duty station only have a couple choices of housing areas. Only one housing office to go through. Also, it should be possible to sign up for housing at your previous duty station, not wait until you get here. Things would be so much smoother. We will know next time what to do. Without a sponsor, it's like you don't have a choice of where you stay (TLA). They put you somewhere. We now understand you can request where to stay.

(Army, female, E-4, other, first assignment, rent/unfurnished, Pearl Harbor)

(1) Most of the people in the Pearl Harbor Housing Office was rude and very arrogant towards me and my wife. They treated us like dirt, especially _____ was extra rude. (2) The phone rings and no one ever answers it or it's busy always. (3) My wife and I feel discriminated against because we have no children. We always get the longest wait and the worst housing choice except that what we've got now we like. (4) Drive through Navy housing. Most of them are run down, roach infested, crowded, small. (5) Feel like the people at Housing Office are under staffed, burned out, stressed out.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I was on the zero day waiting list for 17 months. I went in to check on the housing and talk to a counselor. They told me it would be another 8 months on the E-3 list or 7 months when I started at the back of the F-4 list. Initially they told me it would only be 10 months. By the time they officer me housing, I will be too short to accept it. Secondly, why should senior ranking personnel receive housing before the lower ones, when they get paid more?

(Army, male, E-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

The squeaky wheel gets the grease: there are too many policy exceptions and favorable actions because someone complained or knew somebody.

(Army, male, O-3, Schofield Barracks, first assignment, own, Schofield Barracks)

I am pleased with the courteous service that I have received, particularly from a lady at the Schofield Housing Office. Several others at other offices have also been pleasant to deal with; however, courteous treatment notwithstanding, I have continuing concerns, and am still upset, about the Wheeler housing policy and the inconsistencies between the Army and Air Force policies.

(Air Force, male, O-5, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

Area housing rental lists were often not updated. As a result, I looked through the local newspaper classified section everyday as I knew the advertised rentals would, in most cases, still be available. Unfortunately, there are many unscrupulous "slum lords" owners whose primary objective seemed to be to take advantage of military families. For example, several landlords asked my rank prior to telling me the monthly rental cost. I did not go to see any of

these homes because the landlord seemed to want to take advantage of my military rank to charge me more for the home. Fortunately, my sponsor knew many people in the area, and he helped us find a suitable home in a nice neighborhood with a reputable school system.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

The Housing Office on Schofield Barracks is very sloppy and unprofessional. At a duty station which is located in such a high cost area, housing should be given to you if it is available when you get here. The cost of off-post housing is so expensive that you would think with the military cut backs they would want to save some of this VHA housing expense and assign people housing when they get here if it is available. After you have lived off post for a year or more, who wants to pack and move on post for another year and then pack again to PCS. Housing is especially poor for people who are waiting for two-bedroom housing. And I don't understand why if when you get here and there is no two bedroom housing available but there is three bedroom housing available, why don't they just give you the available three bedroom. The system is really poor and it needs to be updated or changes should be considered.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

We are currently attempting to process an exception to policy, to be placed on the Ft. Shafter/AMR housing list, although I work at Schofield Barracks. My wife works part-time at, and my children attend a school, on the windward side. I feel that this is strong justification, but we have had trouble getting the request approved. An incoming officer should be allowed to be placed on any housing area list servicing his or her branch of service and the island.

(Army, male, O-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

We have seen cases where families who qualified for two-bedroom housing received that housing within weeks of their arrival in Hawaii. The cases we've seen had no family members in the exceptional family member program and no other extenuating circumstances that warranted receiving quarters before others. I am not qualified to judge these events, but they leave a bad taste, a cloud of suspicion over the Housing Office. We were told certain areas (Wheeler, for example) were not available to us. No reason was given other than Air Force has first priority. Odd, since Wheeler is an Army base.

(Army, male, W-1, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

The majority of negative comments on housing are due to the Schofield Barracks Housing Office. They mis-informed us on several occasions and placed us in categories which limited our housing area. They joked about how computer illiterate they are, and how the manager there would like to remain on a manual system. If you are going to label yourself "Consolidated," please bring every service up to par, along with every office. The Navy office near the airport and FS Housing Office at least were able to explain the system, benefits, and eligibility. SB, which we were forced to utilize did not understand their own system and played with answers and categories.

(Army, male, E-7, other, first assignment, rent/unfurnished, Schofield Barracks)

The housing situation over here is the worst I have ever seen. When I was previously here, it took 2 years, 2 months, and 2 days for housing. At this time, at present, it's been 10 months. We had also made numerous calls from the mainland regarding housing and were told we would be in housing in four to 6 months. That's why I came on over. But over a 2-year waiting

period is not right. A lot of the soldiers are only here for a 3-year term, not 4-year. They need to quit worrying about so many golf courses here and work on more housing and closer to military posts or bases. For example, Makaha Plantation is way out of the way.

(Army, female, E-4, Schofield Barracks, not first assignment, rent/unfurnished, Schofield Barracks)

They made a mistake and copied the wrong form and took me off the list. They did not let me know. I found out when I came in to check on my standing. After it was worked out, they would not back date me on the list. It was the fault of one of the workers and all they said was that she no longer works there.

(Army, male, E-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Must have quarters convenient to my duty station at Wheeler ABF, yet close to wife's work downtown Honolulu. Will be eligible for field grade housing upon promotion in a few months but was told my only option for field grade housing is at Schofield. Need something in AMR or Hickam area.

(Army, male, W-3, Wheeler Army AF, blank, rent/unfurnished, Schofield Barracks)

The people that get housing are the ones that know someone at the Housing Office or the ones that complain enough. I had a friend that was offered housing within 2 weeks by a friend in the Housing Office, and she wasn't even on the housing list. I can't believe this sort of stuff goes on. We've been on the list for 10 to 11 months now, and we've moved up about 50 people on the housing list. I'm sure more than 50 people have been offered housing in 10-11 months.

(Army, female, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I recently accepted government quarters on Schofield. When I asked the housing office people specific questions concerning the quarters' water lead content, I was stunned that they were not able to answer my questions. From a customer's perspective, I would expect the housing office to provide an information paper on this topic and provide copies of test results for the specific quarters being signed for. I don't understand why some people are offered quarters within weeks of arrival while other people wait up to a year for the same quarters.

(Army, male, O-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

My observation at the Housing Office: there were two E-7's. We both came here the same day, me without my wife and child, he with his wife and child. His wife stayed at the Housing Office for 3 days and they had quarters. When I asked how he received quarters in 3 days and I was told four to 6 months, Housing said, "WE DON'T DO THAT!" Someone needs to check Schofield Housing Office (maybe undercover).

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Schofield Housing Office is a zoo. The wait is at least 4 hours (even for a question) information is old; workers are impolite. The only chance you have is to find a place by yourself.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Specialists and senior NCO's live in the same type of housing. I was offered a two-bedroom apartment upstairs. I have a husband, a child, and two dogs. Just two buildings away, a specialist and his wife (no children) were living in the same type of apartment. Senior NCO's deserve better treatment than what they receive in Hawaii. On other posts, the senior NCO housing would be labeled substandard. I shouldn't have to shell out an extra \$150 to \$300 a month just to have yard for my dogs and my child.

(Army, female, E-7, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

I am frustrated with the continuing confusion over Schofield's implementation of the Army/Air Force Memo of Understanding (MOU) Supplement concerning "grandfathering" Air Force personnel on the Wheeler Air Force Base housing list after Wheeler's transfer to the Army as Wheeler Army Air Field in 1991. I work on Wheeler, but upon arrival in July 1992, was advised by the Schofield Housing Office that there was little chance I could get housing on Wheeler because of the existing waiting list plus the MOU requirement to reserve some of the Wheeler houses for Air Force personnel working elsewhere (Hickam, etc.). As recently as 23 July 93, Schofield was still telling me that they had to reserve 11 of the Wheeler field-grade houses for the Air Force until October 1993, even if all the "grandfathered" personnel have been taken care of (which just occurred). Someone at the Consolidated Housing Office and another lady at Hickam said that was incorrect and the Air Force no longer needs the Wheeler houses. I have made numerous phone calls to these folks, trying to get the correct consistent interpretation.

My concern is to ensure that the Wheeler houses have been promptly filled following fair procedures. I have heard rumors, but have not direct evidence, that some Wheeler departing personnel have had to remove furnishings (rugs, air conditioners, etc.) rather than have the opportunity to sell them to the next occupant because of the Housing Office had not quickly identified who the next occupant was going to be. At this point (3 August 1993), I am waiting for a call back from the Deputy Commander. I am also concerned about the different Army and Air Force policies. Under Army policy, unlike the Air Force, I could not submit an advance application for housing and get a seniority date prior to arrival. Also, under the local Air Force policy, I (with a wife and three boys) would have been eligible for a four-bedroom house (4BR). However, under the Army rules at Schofield I only qualified for a three-bedroom house (3BR).

This was particularly annoying because when I arrived in July 1992, the wait for a 4BR was only about 1 month versus 12 months for a 4BR [sic]. Further, at the time I arrived, I was not eligible (since I work at Wheeler) to apply for housing at Hickam due to the "live where you work" policy then in effect. This spring (1993) this policy was changed at Hickam, which would have allowed me to apply for Hickam housing. However, the kicker was, I would lose all seniority from the Schofield list and would go to the bottom of the Hickam list with the date I applied, not the date from the Schofield list. So that didn't do me much good, nor did it affect the Army/Air Force MOU on reserving Wheeler houses for Air Force personnel (although logic suggests that if the Air Force was opening up Hickam housing to non-Hickam-based personnel, they probably shouldn't need the Wheeler housing any more for Hickam personnel!). In summary, as an Air Force officer assigned to a joint organization on Wheeler, I feel I have been treated less fairly than Air Force officers at Hickam. It was previously my impression that, consistent with the spirit of Goldwaters-Nichols legislation, officers assigned to joint commands were to be treated at least as well as those assigned within their military service. Obviously, I was mistaken. I would like to see this situation improved as soon as possible. I am currently scheduled to move into a decent house on Schofield on 13 August 1993, so I am no

longer expecting any benefit personally. However, I am sponsoring another Air Force Lt Col who is due to arrive on 10 August 1993, and I would like to be able to assure him that the housing process is working smoothly and fairly. Thank you for the opportunity to comment on the local housing situation.

(Air Force, male, O-5, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

Treatment of Patrons

Housing Office did little to nothing to assist with housing. They were rude and obnoxious. After being in the economy for 8 months and being on the three-bedroom housing list, my lease is up and I'm told no houses available.

(Army, male, E-7, Marine Corps, first assignment, rent/unfurnished, Fort Shafter)

Several people at the Housing Office we originally went to at Catlin (not the CHRRS) were very rude. The person we dealt with at Ft. Shafter was wonderful, very pleasant, very helpful, very considerate.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Fort Shafter)

The Housing Office staff is not courteous, makes you wait for long periods of time, and act as though you're an inconvenience to them.

(Army, male, O-3E, Pearl Harbor, first assignment, rent/unfurnished, Fort Shafter)

The Family Housing Office has a reputation for not caring, and I'd rather not deal with them.

(Army, male, O-4, TAMC, first assignment, rent/unfurnished, Fort Shafter)

People at Ft. Shafter Housing were rude and abrupt on the phone and in person. Once we got beyond their behavior, they proved to be knowledgeable. We were told that we were required to take the first quarters available to us, or we'd be taken off the list for 1 year.

(Army, male, E-7, TAMC, first assignment, Fort Shafter)

We were both military; however, my husband arrived first. He was assigned no sponsor. He was not allowed to put his name on the housing list until I received orders. We were not allowed any TLA. I believe the above three facts/statements are very unfair and unrealistic. The personnel at this housing office are very rude, uncaring and slow. No one ever knows the answers to your questions. A person who calls with a question has to speak to four or five people before an answer can be given. Messages left are never answered. Housing on base is very loud and you have no privacy at all. When MP's have been called by ourselves, we are told to try and deal with our inconsiderate neighbors by ourselves instead of using military personnel.

(Marine Corps, male, E-6, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

The Housing Office at Kaneohe Bay was very disappointing. Waiting times were unacceptable on any given day. Also, cooperation and politeness were grossly lacking.

(Marine Corps, male, O-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Wait for base housing is outrageous considering the high cost of living in Hawaii. Office staff needs to sympathize with anxious families awaiting housing instead of acting as if we have no right bothering them with questions about our status.

(Marine Corps, male, O-1E, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

As an O-3E with more than 20 years service (prior E-8 and CWO-3), I was disappointed to find myself and my wife treated like boot officers of 22-25 years of age. Most prior enlisted officers are financially able to live in and furnish larger homes. Many have professional spouses. Mine is a registered nurse. We were essentially given the same status as young first-term lieutenants and offered a two-bedroom housing unit after we had been on the list for 14 months. After moving here from a four-bedroom, two-story home, we felt like we were being penalized by being only an O-3, and because we had no children. I strongly recommend that officers who were prior senior enlisted personnel be given preferential treatment.

(Navy, male, O-3E, Pearl Harbor, blank, rent/unfurnished, blank)

HRO scares the hell out of you. Not everyone is alike, should treat people different when it comes to looking for rentals and continuing TLA. My family and I felt very pressured to just pick anything. I was told some landlords don't deserve to be homeowners. Yes, you're right, and cleanliness is not a reason to turn down a rental. Why should my family and I lower our standards and live in a slum. It won't happen. Nobody should have to live like substandard citizens and compromise our standards.

(Navy, female, E-6, other, blank, rent/unfurnished, Pearl Harbor)

I feel that the Housing Office did not help out at all. When I first arrived here, they told me that since I was a CWO3, I was only authorized a two bedroom, since only my wife accompanied me at the time. (The Navy says I am authorized a three bedroom.) They also said I couldn't live at Lualualei because we were only authorized a two bedroom. But I continue to meet people who live there that have no children and are at the E-6 paygrade. Also, the day I finally moved into my residence and my household goods were delivered, the Housing Office calls and offers me a three bedroom at Barbers. I require at least 30 days to break my lease. I think the Housing Office needs to get a clue what it is like to look for housing in Hawaii and not just sit behind a desk.

(Navy, male, W-3, Barbers Point, Blank, rent/unfurnished, Pearl Harbor)

Also, I understand what a difficulty it may be working at the housing office, but the two counselors I have dealt with have been very impatient and at times rude. Sometimes communication is a source of frustration for both parties at the housing office. Heavy accents and/or broken English can make a new and complicated process almost impossible. Thank you.

(Navy, male, E-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The attitude of the personnel at the housing office was one of "let's just process them through and get them out of here." We were also lied to on several occasions. We didn't trust the personnel at housing at all.

(Army, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

We made an appointment with housing at Fort Shafter. We were seen 1 hour after our scheduled appointment time. Totally unsatisfactory.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

My experience with the Housing Office has been very negative. The staff that I've dealt with have been rude, inattentive, misinformed, uninformed, and more concerned with personal phone calls than my housing needs. Also, most of the staff that I've worked with have such thick accents that it's almost impossible to communicate with them.

(Navy, male, E-7, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

My experience with the Housing Office in Pearl Harbor was frustrating and relatively useless. I was told upon arrival housing was not available for 6 months and that I would have to find a place in town. Through friends, I found places that were opening in different areas in the same month. When I asked about specific addresses, those houses did not indicate availability. But the people in them were not told of anybody moving in. I found a place to rent. Before I signed a lease for a year, I checked with the Housing Office. I was told nothing was available. I returned to my hotel where I had a message from the Housing Office. I could take a look at two houses in Iroquois Point. A little short, a little late. I found the employees confused, not helpful, and not very current on what was available. I was told there's nothing now, but if you could have come 4 months earlier, it would have been easy. Well, thank you for the advice; I'll talk to my detailer. If those people worked for me, they wouldn't work for me very long.

(Navy, male, O-5, other, first assignment, rent/unfurnished, Pearl Harbor)

The people at Catlin Park/Pearl Harbor Housing Office are the rudest housing people I've ever dealt with. If they were any ruder I'd report everyone I've personally talked with. I've never felt as unimportant as I do at that office. That alone could keep me in the civilian housing area. I could go on and on, but nothing will change there!

(Navy, female, E-5, other, first assignment, rent/unfurnished, Pearl Harbor)

Several of my friends have been moved to the top of the housing list and/or been given large units (childless couples have received three-bedroom units) simply by sweet-talking the housing office employee.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The housing office was not helpful and every time you had to go, you would have at least 3 1/2 hour wait. This is unsat. The people were rude and not helpful.

(Army, female, E-7, other, first assignment, rent/unfurnished, Schofield Barracks)

The HRO located in Schofield Barracks is either understaffed or time is poorly managed. After waiting 2 hours and still not being seen by an HRO rep, I returned the next day at 0545 to ensure I was the first to sign in and see an HRO rep. Of course, I still had to wait for those who had scheduled appointments and field grade officers and CSM's to be seen, but 1/2 hour was more tolerable than the previous day's wait. I had an option of scheduling an appointment, but I could not wait 2 weeks to in-process.

(Army, female, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Schofield Housing told us we had at least a 12-month wait for quarters. Couples in our situation that arrived after us moved into quarters in 4 months. Schofield and Wheeler housing falls into two categories. The separate bungalows are good housing but are harder to get. The cinder block multiple family dwellings are the pits. I recently said to my wife as we drove through this section of officer housing, "I'm glad we don't live here. It's a dump." The new enlisted housing at Hele Moku and Schofield is very good. I'm glad to see our soldiers have decent housing.

(Army, male, O-3, Wheeler Army AF, first assignment, own, Schofield Barracks)

Send your housing office staff to school. They are the rudest people around from top to bottom. Explain to your personnel when the phone rings, they should answer and learn the art of customer service. With budget constraints, you can't and won't expand housing; therefore, you can't improve the housing situations. If you want to try, good luck. Stop favoritism in your housing offices. A certain culture or certain ethnic group should not have priority over others based on their ethnic group.

(Army, male, E-6, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Overall, personnel at the Schofield office are of poor quality and would never work for or around me. Never in 17 years of service have I ever seen such abysmal service. When I or my soldier have to waste half a day of work just to have a question answered, that is just stupid. I have been on the island for 11 months, and I have never been contacted about post housing. But I know people with a high number that have quarters now. With all my heart, I believe the housing office should be inspected by an outside agency such as the United States Army IG or the GAO. My first move would be to fire or retrain all supervisors about human relations. My next move would be to go back 1 year later and see how personnel were assigned quarter. In short, the system is broke. Fix it or find someone who can.

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I have never seen such lack of help for military members and their families. Like I said: I've been a dependent all my life, and I am appalled by the housing situation at Schofield. My father-in-law, a colonel in the Army, felt the same. You people need to stop giving housing to higher ranking people or people that you know, or people that complain. You need to give housing to those of us who need it and have been waiting for it.

(Army, female, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

The people at Schofield Housing Office are rude and unhelpful. The treatment of people under E-4 is ridiculous. It's as if we don't count. We have families too. And it's especially hard for use to live off post.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Courtesy is a foreign word to the Schofield Barracks Housing Office. Unless you are a lieutenant colonel, you can expect no special assistance. I find this fundamentally wrong and distasteful. As a major, I have a job that is at least of equal importance in terms of "time off." I see junior officers, NCO's, and enlisted men sit for hours in that office. I do not think that the housing rubs [?] are fair. We are told 1-year wait, and I called in months, 9,10, and 11, to check. The list was 2 years out of date, with names of field grade three bedrooms who have long

since had quarters. [sic] I was told by Ginger that no housing was available until March, April 1993, yet our 1 year was September 1992, and daily I walked past field grade houses that were made vacant and Wheeler AAF also had housing. Yet, I was told of some special agreement with the USAF (although units were empty) and that there were no vacancies on Schofield. In fact, I knew a major who was moving and told Ginger so, but that unit was not available as the office did not know that he was PCSing. I find this to be a travesty of justice and a prime target for a Congressional investigation. All associated with this office, from top to bottom, should be professionally embarrassed and fired. I am ashamed to belong to this blundering organization. Shame on them and their treatment of our soldiers.

(Army, male, O-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Appendix B
Off-Base Housing

Off-Base Housing

Table B-1 presents summary information of the response frequencies of the comments on Off-Base Housing tabulated according to the processing Housing Office.

Table B-1

Off-Base Housing Comment Frequencies

| Housing Office | Response Frequency |
|--------------------|--------------------|
| Barbers Point | 1 |
| Fort Shafter | 14 |
| Hickam AFB | 5 |
| Kaneohe Bay | 9 |
| Pearl Harbor | 23 |
| Schofield Barracks | 29 |
| Blank | 3 |
| Total | 84 |

Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, rank, whether it is the respondent's first assignment in Hawaii, do they rent or own/furnished or unfurnished, whether the housing is government leased, and which Housing Office was used.

Condition, Maintenance, and Pest Control

Overall, quality of civilian housing on Oahu is poor. Landlords are greedy and their only concern is to rip off the military and their families. I think it is a crime.

(Air Force, male, O-5, Hickam AFB, blank, rent/unfurnished, Hickam)

Trying to locate a clean, safe, decent-sized apartment at a reasonable price, even with both service member and spouse employed full time, is extremely difficult in Hawaii.

(Marine Corps, male, O-2, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

If you're lucky, and we were, you can find affordable, acceptable rental property here in Hawaii. The service member must not get in a hurry, use some shop-around tactics. My wife and I looked at many dwellings before finding one that fulfilled all our necessities. I also believe that there should be some special consideration for transferring married junior enlisted to Hawaii. It's tough enough for SNCO's and junior officers to make it on this economy, but these junior enlisted have to accept cheap, sub-standard dwellings in order to eat. This segment of the service members have the least available amounts of on-base housing.

(Marine Corps, male, W-2, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

I had to accept my first housing offer because I was paying up to \$250 out of my pocket on E-3 salary to live on the local economy. Now I live in Waipahu while I am stationed at Kaneohe Bay. The majority of my community are anti-white, anti-American, sovereignty-seeking welfare people. The walls are paper thin, and I get to listen to a wide array of bilingual domestic disputes. We have had to call the police for domestic and child abuse 23 times in the last 7 months. The average police response time is 19 to 40 minutes. There is also an evident drug problem here in Waipahu. Sound like a practical and nice place to live? I didn't think so. We put in a multiple work order when we moved in 8 months ago. Not one thing has been fixed yet.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, government leased, Kaneohe Bay)

In 4 September 1992, my wife and I moved into Mililani. When we first accepted the housing assignment, we were very pleased with the appearance and idea of leased civilian quarters. During that weekend that we moved in, I noticed that the electrical power outlet to the right of the entrance was inoperative. I took the face plate off to find the wires loose, unconnected, and dusty. Around the wires was packed with wall insulation underneath the wood paneling. I attempted to get in contact with the landlord by leaving messages for 3 days with no return response. Finally my Dad who is good with wiring fixed the problem. These wires were live and could have caught fire anytime.

(Army, male, E-5, other, first assignment, rent/furnished, blank)

In the civilian housing we live in Waipahu, I feel that it is one of the worst towns to live in. Being a Navy wife and my husband being away a lot, I am really afraid to stay here alone. There is lots of hatred for military people here. The housing is inadequate and I feel the military is being taken advantage of for the prices charged for rent. It's just not worth it! I understand about insects here too, but in this area they are absolutely awful. It's very unsanitary! The HUGE roaches are absolutely disgusting! I don't really agree with the military housing either, but at least I would be closer to other military families. I feel there could be a lot more done to make housing life here in Hawaii better. Once we leave this island, we will do all in our power to stay away! I would not want to deal with these problems again. Also, the cleaning charges for moving out of civilian housing are extremely inflated and should be investigated.

(Navy, male, E-5, Pearl Harbor, blank, rent/unfurnished, Pearl Harbor)

I would like to address the housing here in Hawaii. The housing is too small for the amount of money for rent. I was lucky, but I know too many who are suffering because of inflation. The Housing Office in Pearl is good but needs improving.

(Navy, male, E-5, other, first assignment, rent/unfurnished, Pearl Harbor)

My spouse and I choose to live in civilian housing based on two factors: (1) The quality and size of available housing was below the standard we felt we needed. The Navy has upgraded the quality of the personnel it receives but not the housing it requires the personnel to live in. (2) Based on our experience looking for housing, it was apparent that the personnel employed by the Housing Office were more interested in meeting occupancy rates for types of dwellings than the needs of the family.

(Navy, male, O-3, Camp Smith, first assignment, rent/unfurnished, Pearl Harbor)

Prior to coming to Hawaii, military personnel should be advised that civilian housing is much smaller than standard housing on the mainland.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

We are not satisfied with our present civilian housing right now. It's too small to accommodate all our household goods, most especially the bedroom. Ventilation is poor. We feel like an oven inside our house. My wife is 8 months pregnant, and she's very uncomfortable. There's not much room to move around inside the house. So we just hope that you could provide us a military housing as soon as possible.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The quality of off-base housing from what we have seen compared to most of military housing is much better. We are not saying all military housing is bad, but for the most part, from what we have seen, military housing (Navy) needs much work and repairs, or they need to tear them down and rebuild new housing.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Used Guest House at Schofield and it stinks.

(Army, male, E-8, Fort Shafter, first assignment, rent/unfurnished, Schofield Barracks)

We pay too much for a rental house that is too small. At my last duty station, I paid less out-of-pocket for a much, much better house. My last place was larger, cleaner, and in better condition. It also offered a better living environment. I was told when in processing that the housing list for company-grade, two-bedroom houses was 14 months long. Therefore, I signed a 12-month lease. If I would have signed a shorter lease, I could be moving on post now after only 6 months on the island.

(Army, male, O-1E, Schofield Barracks, first assignment, rent/unfurnished, Schofield)

We have been totally frustrated and upset with the housing we got offered and are living in Tropicana West apartments we don't feel are satisfactory to live in at all!! Listed below are the reasons: (1) no washer/dryer--we have to pay, (2) no dishwasher, (3) no bathtub, (4) the noise here is awful--parties all hours, (5) security does nothing, (6) our refrigerator went out--it took us over 48 hours to get a working one and I was 8 months pregnant, (7) we have termites that are causing HOLES, (8) we have ants terrible--they get in our newborn's crib even and they bite, (9) our apartment was so dirty when we moved in--we had to clean before we could unpack. I was 4 months pregnant and I had to wash walls, floors, shampoo carpets, before we could unpack, (10) I had a whole list of things to be fixed--a housing inspector came by--took the list--at least 3 to 4 months ago and to this day no one has contacted us to fix our stuff. Totally ridiculous. We could go on and on. I have been to the housing office and no one cares. It's pretty bad to be so far away from home and not get any support.

(Army, male, E-4, Wheeler Army AF, first assignment, government leased, Schofield)

We have a problem with termites and wood ants, and our landlady refuses to do anything about it. There's a list of things she says she's going to fix and never has. We went to our Housing Office on Schofield, and the lady wouldn't even talk to us about it. Some rude man gave us a phone number and told us that they would tell us what to do. I thought that's what the Housing Office was for.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

The housing situation in Hawaii is a rip off. For the quality of housing you get, it would be best to keep your money. Since the military has to utilize off-post housing, landlords know they can raise the rent, and the government will pay. Instead of being thankful for the men and women who serve this country, they see us as a means of getting over [sic]. So many soldiers are being asked to leave the service because of waste. It is a waste to continue to pay outrageous housing prices in Hawaii. When the cut backs in the military start, Hawaii should be one of the states that feel the crunch because then they would know just how much we are needed.

(Navy, Male, E-5, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Housing waiting list is too long. Housing office needs to inspect houses and apartments on their referral list, because some of the dwellings were in bad locations and in need of repair. A few of the house ads were very misleading in giving the impression it was a single family dwelling. Although we have access to washing machines and dryers, we were not able to find good quality housing in our price range that offered the necessary hookup for laundry. Very few houses offered the choice of pets. All the houses that offered to take pets were well above our price range. Being military and moving from state to state, our dog offered a little stability and familiarity, and we were very upset in having to find her a new home. Our brand new car (less than 1,000 miles when delivered to Hawaii) has been broken into and damaged due to inadequate space in our parking lot.

(Army, male, E-3, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

We presently reside in Tropicana West in Waipahu. We live around mostly government cost shared families. We personally feel this is degrading to us, because we are a military family, and we feel we deserve to share residents with other military families instead of low income families. Also, there are often loud parties held out on our lawn. These people often drink alcohol and use strong profanities and we personally do not feel this is the type of atmosphere in which we wish to raise our children, and because this takes place in front of our apartment, we often can't let our children out to play when we normally would.

(Army, male, E-4, Schofield Barracks, first assignment, government leased, Schofield Barracks)

Expense and Financial Matters

Hawaii is a wonderful place to live; however, the cost of living is extremely high. If my spouse did not work, I could not afford to stay here. Plus, the cost of buying a home is too high. There is no hope of enjoying the "American Dream" in the Hawaiian Islands. Cost of living allowance needs to be raised. I was stationed in Japan before this tour, and the cost of living is higher here.

(Navy, male, E-5, Barbers Point, first assignment, rent/unfurnished, Barbers Point)

We are an O-4 and O-5 with one young child. Fortunately our combined BAQ and VHA allowed us to live in suitable quarters. We would have preferred to live on post for camaraderie and proximity to work; however, the quarters we qualified for (small family size) would not be adequate for our live-in nanny and ourselves.

(Army, female, O-5, Tripler Army Medical Center (TAMC), first assignment, rent/unfurnished, Fort Shafter)

Civilian: Rent is so expensive here. In order to live in a good neighborhood, we must dip into out-of-pocket to meet rental costs. The Housing Office here tries but there is a critical shortage of military housing. We decided not to move again since we had been in civilian housing for over 2 years. The rental lists are usually old, don't always offer a military clause. Housing is the single hardship issue in Hawaii.

(Army, male, O-3, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

Renting a home on the local market is unsatisfactory. First home I rented was put up for sale. Second home, the owner decided to reoccupy at the end of the lease. End result is I have had to leave time to do two self moves during a 3-year tour. I will have gone through three residences. This government contracted civilian housing program sounds like a good idea, if it helps avoid situations like mine.

(Marine Corps, male, O-4, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

We are paying \$900.00 for a town house with 900 sq. ft. It is not large enough for a family of four. There is no room for a kitchen table. There is only enough room for a couch, chair, and TV stand. The bathtub in our only bathroom just about fell through the rotted floor into the kitchen. It took the landlords 6 months before they came to fix it. The refrigerator has broken down twice and has cost us about \$150.00 in rotted food. Utilities cost us approximately \$100.00 per month. (There is no dishwasher or air conditioner.) If the military is not going to pay their employees enough to pay for adequate housing, and they are not going to have housing available, they should not ship their people out here, unless it's an unaccompanied tour for 1 year. The civilian housing in the direct area of the base runs approximately \$1,300.00 and above for two bedrooms.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, blank)

The assistance that was provided to me when I first applied for BAQ/VHA was assistance I could depend on, never dreading the thought that it might be taxed or eventually dissolved 1 day. Now with the downsizing taking place, I understand the need to streamline and this survey. But reflecting back to the day when I decided to make the Navy my career, when my activities benefited the Navy and the Navy provided benefits for me (BAQ/VHA) and a family I decided to spawn [sic] (a Navy family), this assistance I believed provided me the opportunity to start a Navy family and career that I could be proud of. Purchasing homes at the time I decided to receive BAQ/VHA was not restricted, command policy was not stated that this assistance might be taxed or dissolved at a later date. Based on that premise, I purchased a home. If BAQ/VHA is reduced or dissolved in the near future, I believe that my future as a home owner may be a bleak one.

(Navy, male, E-6, other, not first assignment, own, Pearl Harbor)

Enlisted personnel (E-4s and E-5s) with dependents should not receive orders to Hawaii unless housing is available within one pay period (15 days). The cost is prohibitive; many young families never recover from the financial drain. Housing difficulties ultimately lead to dissatisfaction on a personal and professional level (translation: BAD TOUR).

(Navy, female, O-4, other, rent/unfurnished, own, Pearl Harbor)

We are barely living from check to check in civilian housing. We are in desperate need of military housing.

(Navy, male, E-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

(1) Costs entirely too much to live here. No wonder no one wants to live here--raise COLA. (2) Rental of vehicle--2 weeks for approximately \$600. No other options. No discounts or referral from Housing. (3) Schooling is ridiculous--prejudices are rampant--race (white) very discriminated. (4) Will leave service at 15 years vice another tour here.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Hawaii costs too much for decent housing. Very over-populated. Too populated.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Nice single family houses in Hawaii lease/rent for \$1,600/month or greater. My BAQ/VHA is \$1,342. This amount would pay for a small, adequate town house or house so I prefer to pay out-of-pocket costs to live in a larger, secure, nice home. Most family housing units (base housing) I've seen are substandard. Some are nice.

(Navy, female, O-4, other, first assignment, rent/unfurnished, Pearl Harbor)

Hoping that military housing is available to service member at the earliest amount of time. Off-base housing in Hawaii is expensive. Every move, you need money.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Had it not been for my husband's enlistment bonus, we could not have afforded civilian housing (deposit and first month's rent) or would have been able to find housing as soon as we did by using a rental car. We both feel as though this is unfair since he never wanted to be transferred to Hawaii.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I consider Hawaii's Navy housing extremely substandard. Housing is comparable in quality to any inner urban welfare housing projects you would find in large cities. I couldn't live that way. However, many Navy personnel have no choice. I am fortunate to be an Independent Duty Corpsman on submarines with pro-pay and sub-pay. Still with VHA and COLA money for rent comes out of my Base Pay (\$500). To me it's worth it.!

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

VHA, BAQ, and COLA need to be much higher in order to live in Hawaii. We go out of pocket \$500 a month to make ends meet. Housing for enlisted personnel could be a little more decent and the wait shouldn't be 1 year. Officers make more money and should wait, not enlisted.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

VHA & BAQ was designed to cover 80% of housing cost. It is not fair to receive only 80% of the housing cost when we are unable to get into housing. We should be receiving 100%. We are living below the poverty level because we have to spend part of my basic pay just to have a roof over our heads. The waiting list for two bedroom houses is very long and we are still on the list.

(Navy, male, E-5, Camp Smith, first assignment, rent/unfurnished, Pearl Harbor)

Perhaps one of the biggest problems with being in the military where changes of duty station are frequent is the cost associated with a move, especially when it involves leaving CONUS. Specifically, the cost of shipping an additional privately owned vehicle is a tremendous expense. Additionally, in Hawaii, housing units are generally smaller and have less storage space. This requires additional expense for storage. Secondly, our initial desire was to live in military housing, but as time goes on, the benefits associated with living in housing may not be worth the hassle and expense (both to us and the government) of going through yet another household goods move. For this reason, we took great efforts to find just the right housing. Unfortunately, neither the housing office nor my duty station were sympathetic to the additional time required in these pursuits. It seems as though the requirements of getting a member off TLA and into housing are based solely upon discontinuing the allowance as soon as possible and don't account for the member's needs or desires. Finally, I feel there is an unfair disparity between families living in military housing and those living on the economy. Not only is there a financial penalty (approximately \$300 per month), but there are also intangible costs that are just as significant, such as security of family and possessions when the service member is away for extended periods, a lack of exposure to other military families, and a feeling that we are not receiving an equitable quality of life.

(Navy, male, O-3E, Barbers Point, blank, rent/unfurnished, Pearl Harbor)

The cost of living in Hawaii is too much. Everyday I see or hear of junior enlisted personnel having to reduce themselves to poverty level items (powdered milk, government cheese, etc.). I don't see how they can afford to live and keep a child or two in a day care facility. It disgusts me to see how prices in Hawaii go up yet the folks in Washington want to reduce or eliminate pay raise but in the same breath increase the gas tax by \$.43. Cost! Cost! Cost! Build some decent housing. Stop spending money on buildings for repair and alternations when they'll be closed or removed in 2 to 3 years.

(Navy, female, O-1E Pearl Harbor, blank, rent/unfurnished, Pearl harbor)

Probably nothing your department can do about this, but we moved into our house 1 May 1993. Last month we finally received our Sep Rats. But we have yet to receive our COLA. It was on the request for Sep Rats. We have put in this request three times. A move is hard enough without having to worry about how your pay will be messed up.

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield)

When my spouse and I moved into this studio, we were newly married, without children. We got a 1-year lease because housing told us we would have quarters around June or July. Now it is August. Our lease runs out, and our landlord will not make a deal. Plus, we have a new baby and many expenses and can't afford more than what we pay for rent now. We relied on the housing we were supposed to receive, but every time I go in, we have a longer wait. It went from June/July to August to December/January to now March. What's up with that??

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Considering the shortage of on-post housing, BAQ should be increased in Hawaii to off-set the inflated housing costs. We've lived in a very small town house for 1 1/2 years, waiting for on-post housing, and it is of a considerably lesser quality of home than what we could afford with our BAQ on the mainland. Current allowances in Hawaii are not reasonable.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Government must allocate funds so service members can relocate from one civilian quarters to another civilian quarters. (My lease ran out; I was not allowed to renew, and I was forced to relocate incurring \$1,000 expense. Housing Referral Office, chain of command offered absolutely NQ help.)

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I'm new to the Army. This was my first active duty assignment. Not being familiar with the pay system, I asked why I received BAQ but not VHA. I was told it was included in the BAQ. I repeatedly was asked to go to PAC to confirm I had a lease. Here it is 2 1/2 years later and I still haven't received VHA. This has truly hurt our finances at a minimum, because now I realize I should have been receiving VHA at \$500-600 per month. Hope this will be cleared up before I leave the military in January.

(Army, female, O-3, TAMC, first assignment, rent/unfurnished, Schofield Barracks)

Also, the difference between senior enlisted housing and senior officer housing is also not appropriate. Here at Schofield, 2nd Lt.'s post housing is nicer than most senior NCO's.

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

We enjoy our leased government quarters, but we would have preferred to live on base. We miss out on many activities because of our distance, not to mention we had to purchase an additional car in order for my wife and I to work without complications.

(Army, male, E-4, Schofield Barracks, first assignment, government leased, Schofield Barracks)

Have the local housing office inspect civilian quarters before putting them on housing rental list. Housing costs are a real burden here in Hawaii. Have more housing available or increase VHA amount for Hawaii. Have more leased quarters/houses and increase COLA for Hawaii.

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Military housing for first timers on island economy is too high for an E-3 with bills and a family to live on. Out-in-town civilian housing is poorly built and maintained.

(Army, male, E-3, other, first assignment, rent/unfurnished, Schofield Barracks)

At the time I signed up for housing, I was a single soldier and 5 months pregnant. With the amount of BAQ/VHA given to single lower enlisted, the baby's father and I could not afford an apartment large enough to accommodate the three of us. I was shocked to find out, though, that family housing would not allow us to live as a family in on-post quarters unless we were married. As both of us are active duty soldiers who would have to be housed somewhere by the government, I fail to see why one or the other of us would be denied the right to live with our child, based solely on whether or not we were married and accept barracks or off-post quarters

(paid for by the government anyway!). I understand that there are cases of fraud and abuse that these regulations were made to prevent, but I feel that a case-by-case evaluation should be made in unusual circumstances such as these. (Note: This disheartening situation has contributed greatly to our decision to marry, and we now look forward to raising our child together.)

(Army, female, E-4, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

We would enjoy living on post if there were decent quarters available, comparable to those off base. The amount of BAQ, VHA, and COLA allows us to rent a nice three-bedroom house here in Hawaii. When compared to noisy, congested, tiny, cracker-jack boxes on post, there is no question as to our preference for living quarters even though money become tighter.

(Army, male, E-7, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

In our opinion, the military does not allow enough for living expenses (e.g., BAQ/VHA) in Hawaii. To live comfortably and to be able to make a home "A Home" we chose to live off-base. Although more than half of our monthly income pays for rent and utilities, we are comfortable and our home is a home. Since moving to Hawaii, we have learned to live from paycheck to paycheck. My wife works nights to make ends meet and so we don't have to pay the high price of child care for our two young children. We did not ask to be sent here. We are a very close young family and did not want a 3-year separation, so we came over together. It just seems with the high cost of living here the government would help out a little more. At least going to the beach is free.

(Army, male, E-6, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Location and Availability

Although stationed at Kaneohe MCAS, we stayed away from living in Kailua or Kaneohe, because most of the neighborhoods were poor in appearance (cars on jacks, old rusted refrigerators in the car ports).

(Marine Corps, male, O-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Security

We are very unhappy and dissatisfied living at Tropicana West. We were totally misinformed about the neighborhood, the cultural differences, and poor living conditions. We accepted this as our government leased housing only because we could not afford a larger place to rent. (We were in a one-bedroom, crummy apartment with our son.) We have experienced racial discrimination here. The area is unsafe and full of crime. We have requested to be moved on post but are forced to wait until we reach E-4. Meanwhile, we continue to suffer in the housing area. We would never have accepted Tropicana if we had been properly informed. The drive to Schofield and cost of using the Laundromat are unacceptable. We want to move on post where we will feel safe and at least welcome and accepted.

(Army, male, E-3, Wheeler Army AF, first assignment, government leased, Schofield Barracks)

We were not aware there was a crime problem in our civilian housing area until we moved on base. Therefore, we felt secure in our housing area. Even though there were washer and dryer hookups and adequate enclosed space in our apartment, management would not permit them, and we were required to use Laundromats.

(Army, male, E-7, Tripler Army Medical Center, first assignment, rent/unfurnished, Fort Shafter)

I strongly think you should look at the government-leased housing. It is in poor condition and in a bad community. We do not feel safe and neither do our military neighbors, the few we had.

(Air Force, female, E-3, Hickam AFB, first assignment, government leased, Hickam)

We need more police patrols in our area. Also, our neighborhood is not a place to raise small children. My neighborhood is not the type. We have no privacy in our house. Our studio is very small. Our neighbors are always fighting, cursing. We can't take out another loan to get a decent place to live. Please try to get us into base housing as soon as possible. Thank you. I believe that Hawaii is not a good duty station at all. Especially for a first duty station.

(Marine Corps, male, E-3, Kaneohe Bay, blank, rent/furnished, Kaneohe Bay)

With regard to the security of off-base housing, I would feel that houses or homes would have adequate security if they did not have louver windows vice standard windows. They are not very secure or private.

(Navy, male, E-6, Camp Smith, first assignment, rent/unfurnished, Pearl Harbor)

Child Care and Schools

Provide SAT scores of schools on the island to compare levels. This helps to pick out a decent school.

(Army, male, E-8, Schofield Barracks, first assignment, own, Schofield Barracks)

Child care is a problem for two service members married to each other who also have varied work hours. Adequate (size and quality) housing was distant from our workplace, so we spent many long trips on the highway in peak rush hour traffic, a real drawback.

(Army, female, O-5, TAMC, first assignment, rent/unfurnished, Fort Shafter)

Need a better assessment of the quality of schools (public) on Oahu. It's very difficult to get good answers on which areas have the best schools based on national test scores, etc.

(Army, blank, O-4, TAMC, first assignment, rent/unfurnished, Fort Shafter)

One of the main problems we had when we arrived at Hickam was finding someone to baby-sit our son. We were on the waiting list at the Hickam Child Care Center for 4 months. My wife didn't get to go to work because of this. Second problem: Couldn't get my son enrolled at the school on base because we are living off base--not enough room for him at the school. They should get some funding to build a bigger school. Ended up enrolling my son in a private school--more money out of my pocket. School district we're in is not good. Also, distance from work to the school is not far, but traffic going there in the afternoon is bad--not enough time to get there in time to pick him up.

(Air Force, male, E-7, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

What price for "paradise?" Very exorbitant and not only in monetary terms. Living here has been most difficult because of cost and quality of life, but also because of the public educational system. Most children in the schools are well-fed but that's all--academics are poor, children graduate from high school as functional illiterates. As a consequence, our children are in private schools, and we spend both time, money, and energy to get them there. Commuting to their schools is 1 hour both ways twice a day even though the distance is 17 miles. The kids get up at 5:00 am to leave the house by 6:00 so they can make it to school by 7:35. Riding the city bus home, they don't get home until 7:00 pm! In order to accommodate our children, my wife drives them to and from school. She is unable to commit herself to any employment since she home-schools our preschooler. There are no suitable schools for him.

(Air Force, female, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

Furniture and Appliances

You need to look into the loaner furniture. It takes longer than 90 days to receive your own furniture or for people who think this is overseas assignment and don't bring any furniture to be told you only have 90 days to buy some puts them at a hardship with money.

(Army, male, E-8, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

Loaner furniture is old, in poor repair, and usually extremely dirty when issued.

(Army, male, O-3, TAMC, Blank, rent/unfurnished, Fort Shafter)

Government furniture loan program is a great resource; however, the mattresses were filthy and not sealed in plastic to indicate they had been sanitized. We refused to accept this unsanitary condition and got a run around until we elevated to a high enough level (director of program) to get the mattresses replaced. Mattresses should never be issued unsanitized.

(Army, female, O-4, TAMC, first assignment, own, Fort Shafter)

Loaned furniture pick up did not happen! Put us in a major bind when we moved out to be stranded with the loaned furniture. Luckily the landlord gave us a 1-day extension so the furniture could be picked up. Yes, we gave well over a week's notice for pick up.

(Army, male, E-7, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

Loaner furniture is a great deal.

(Army, male, O-4, Camp Smith, blank, rent/unfurnished, Fort Shafter)

The loaner furniture program needs help in coordination with the housing office. Due to miscommunication between the furniture management section and the HRO, my husband and I slept on the floor one night, on our way off the island.

(Army, female, E-8, TAMC, blank, rent/unfurnished, Fort Shafter)

The loaner furniture we received was in poor condition and the mattresses were stained. My wife was very disappointed in this fact and turned an enjoyable move into something we would rather forget.

(Marine Corps, male, O-3E, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Over the last 6 months the main problems have been occurring. On or about 11 March 1993, the dishwasher started leaking and flooded the kitchen floor. Also the clothes dryer belt broke. The dishwasher was putt off with the promise of repair. It took 2 weeks to get in touch with the landlord and to get word back on the dryer. He came by later that week and replaced the belt. During this time we went to a coin Laundromat. On or about the 2nd of April, we called the landlords about another problem about the ice-maker leaking as well as the dishwasher. They repaired the freezer after about 2 weeks of no notification with a promise to repair the dishwasher as soon as the parts came in. During this time WE turned off the ice maker to stop leakage. On May 25th after leaving messages and calling housing for over a month they came with a new gasket for the dishwasher. During that month other problems came up: (1) dryer door latch broke--inoperative; (2) plug for dryer hanging from the wall; (3) washer (clothes) leaking from connection; (4) ceiling fan glass cover falling off and shattering, causing ceiling fan to stop working; and (5) the dishwasher leaking caused damage to wood surroundings. They attempted to repair the dishwasher (still leaking), repaired the leak on the washer (clothes), did not replace the glass bulb (still missing) on ceiling fan, and repaired dryer door and plug. All of these problems don't even compare to the thought that my newborn son and wife, myself, and all my personal belongings could catch fire from the wiring which is probably the next little problem to arise.

(Army, male, E-5, other, first assignment, rent/furnished, blank)

The washer and dryer provided were good, but the refrigerator was only 16 cubic feet and is too small for a family of four. They also claim that the refrigerator size is based on bedrooms in your housing rather than family size, so a couple with no kids in a three-bedroom house gets the same size refrigerator as a family with three or four kids in a three-bedroom house.

(Army, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The furniture loaner program needs to be longer. I was on the housing list for 2 years before I received housing. By then I didn't have enough time on Island for shipment of household goods.

(Army, male, E-4, Wheeler Army AF, first assignment, government leased, Schofield Barracks)

Signed for town house and had a problem obtaining loan furniture on short notice. Loan office wants troop detail versus their delivery.

(Army, male, E-4, Wheeler Army AF, first assignment, government leased, Schofield Barracks)

Pet Control

One problem we had was finding referral info for housing which would accept dogs. Most of the housing listed said "no" to pets; however, we found it was agents rather than owners who were saying "no." If you could get to talk with the owner and not the agent, the prohibition on pets was at least negotiable, and in some cases there was no restriction at all. Since we own two medium-large dogs, we felt the housing referral list was not as helpful as it could have been. To clarify that, the physical description of housing was accurate; restrictions (on pets) was often inaccurate; descriptions of neighborhoods was not available.

(Army, male, O-5, Camp Smith, first assignment, rent/unfurnished, Fort Shafter)

You need to consider pet owners like me who don't leave their dogs on the mainland. We had a hard time locating a place that accepted pets. We are paying a lot more too, because of the fact we have dogs. They are a part of our family, too!

(Marine Corps, female, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

I feel that we should be able to have pets where we live. Pets make a house a home for some people and right now this certainly doesn't feel like home to us. I'm sure we could take complete responsibility for a pet if we could have one. If you could tell us who to go to with our request we would greatly appreciate it. We are now residing at Tropicana West.

(blank, blank, blank, blank, blank, government leased, Pearl Harbor)

It was extremely difficult to find a place that would accept pets. I think housing should take this into consideration. We looked for 52 days, and we stressed out everyday while looking. We were told no TLA extensions so that already added to the stress. We called and called everyday and at 25 cents each call, it became pretty expensive. The waiting list is also not accurate. Why are people who don't have any family here, with no plans of them coming, still on the waiting list? Our lease is up on 31 October, and I'd think housing would be able to give us some type of idea what we're going to do if housing isn't available 30-day's notice time prior to our lease termination.

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Reasons For and Against On-Base Housing

We visited coworkers in various housing areas and were not very happy with what we saw--cramped, poorly maintained quarters that even if available we would not have taken as long as we were financially able to stay off post. The commute and loss of camaraderie were well offset by having a home we were comfortable in and proud of. Thanks for listening!

(Army, female, O-5, TAMC, first assignment, rent/unfurnished, Fort Shafter)

We have chosen to stay in our civilian apartment longer than necessary, because we do not care to live with ALL military neighbors. Although housing is quite a bit smaller, we have learned to accommodate. I still wish we could purchase a home for investment/future reasons; however, prices are way over inflated for our budget.

(Army, male, E-5, Camp Smith, first assignment, rent/unfurnished, Fort Shafter)

Hawaii is currently in the process of converting a lot of leasehold property to fee simple. With leasehold property, you don't own the land. With fee simple, you get a chance to buy and own the land underneath the property you previously bought (or to own the space underneath your condo if you're in a high rise). Anyway, to make a long story short, it's basically a rip-off/added cost to the tune of \$75,000 to \$100,000 and up depending on the lot size and which estate owns the land. Converting to fee simple usually means refinancing your mortgage unless, of course, you have a couple extra \$100,000 lying around somewhere.

(Air Force, male, O-4, Hickam AFB, first assignment, own, Hickam AFB)

I wish there were more apartments listed in the paper, etc., that will be available in 30 days. Due to the fact that we do have to give notice to our present landlord to avoid losing our deposit. Most places that we look at are available "now" which isn't sufficient time. I can guarantee that if we did give notice prior to actually finding a place, there probably wouldn't be anything available "now." Then where would we be? I just feel that it is virtually impossible to upgrade your living conditions once you've already moved into one place, even though our lease is only month-to-month. If you have any suggestions, I'd like to hear them. Thank you.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Living in the civilian sector provides additional stability through the network of friends and social contacts important to my family. Some are military who rotate regularly, but others are semi-permanently planted civilians. Additionally, there is greater cultural and ethnic diversity in the civilian sector and the challenge to exercise civic responsibilities. Civilian housing/residence affords closer contact with the "indigenous" population important to Navy-host community relations.

(Navy, male, O-3E, Pearl Harbor, blank, own, Pearl Harbor)

The main problem with housing in Hawaii is that the civilian housing is mostly too old and too small (except for Mililani, where it is only too small). The problem with military housing: having to live in a two bedroom home (that's what we qualify for, not what we want); housing has no garage (that's why we want a three bedroom--to use the third bedroom for storage--otherwise we could live in a two bedroom with a garage); putting up with uniformity rules, ACOE inspections, attending classes on self help for things I have been doing for years. Overall, I have more freedom of movement and more privacy from day-to-day military life in off-post housing. The housing we live in is aesthetically beautiful, many trees, secure, limited recreation, and too small. But it is quiet.

(Army, male, E-6, other, first assignment, rent/unfurnished, Schofield Barracks)

The people who work at Schofield Housing are hard working. That's the problem. They work too hard because of the volume of members that they have to service. As for feeling secure in my home, that's only because I interact with my neighbors and we watch out for each other. We would like to move to government quarters if the place is satisfactory. But I don't like your system of viewing the housing. The one time I was called, I was given a name and a work number to track down a person to make an appointment to see their place. A person who's cleaning the unit doesn't know or care where the person is and even leaving a note on the door doesn't work. Let's not forget that you only get 24 hours to return with an answer. Housing solution to this is look at a set of blueprints! No. I don't see giving up what I have to move into a roach motel, like it is at the Schofield guest house. And that place needs some serious work. I could go on, but I'll leave it at that.

(Army, male, E-5, Schofield Barracks, first assignment, rent/unfurnished, Schofield)

There are people out there that cannot afford living off base and yet they have to. Do you really think an E-2 with a wife and maybe a child can afford to pay \$800 plus a month and \$200 plus for utilities? I don't think so. Excuse me for being so blunt, but the system sucks and something needs to be done about it. Who do you think so many lower ranking soldiers get in trouble for bouncing checks or not paying bills? Why do you think so many marriages split up in Hawaii? Because the financial situation is too stressful and nobody cares.

(Army, male, E-5, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

When my spouse and I moved into this studio, we were newly married, without children. We got a 1-year lease because housing told us we would have quarters around June or July. Now it is August. Our lease runs out, and our landlord will not make a deal. Plus, we have a new baby and many expenses and can't afford more than what we pay for rent now. We relied on the housing we were supposed to receive, but every time I go in, we have a longer wait. It went from June/July to August to December/January to now March. What's up with that??

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

In the residence where we live the landlord is really nosy. She looks in people's windows and will not allow tenants to put up blinds or anything to ensure privacy. Nothing for kids to do.

(Army, male, E-5, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Appendix C
On-Base Housing

On-Base Housing

Table C-1 presents summary information of the response frequencies of the comments on On-Base Housing tabulated according to the processing Housing Office.

Table C-1

On-Base Housing Comment Frequencies

| Housing Office | Response Frequency |
|--------------------|--------------------|
| Barbers Point | 0 |
| Fort Shafter | 2 |
| Hickam AFB | 5 |
| Kaneohe Bay | 5 |
| Pearl Harbor | 21 |
| Schofield Barracks | 26 |
| Other | 4 |
| Total | 71 |

Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, rank, whether it is the respondent's first assignment in Hawaii, do they rent or own/furnished or unfurnished, whether the housing is government leased, and which Housing Office was used.

Condition, Maintenance, and Pest Control

There is an extensive termite problem here which has accumulated over the years. Monies should be budgeted to adequately address the problem. The contracting agency to make repairs on Hickam housing should be changed. Their work is unsatisfactory and not timely.

(Air Force, male, O-5, Hickam AFB, first assignment, blank, Hickam AFB)

A lot of Navy housing in Hawaii appears to be run down. Little to no renovation seems to be going on either. I believe something positive should be done now. Action speaks louder than words or planning.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

A hard look should be taken at the condition of government housing (i.e., Moanloa Terrace, Halemoku). I wouldn't let my worst enemy live in those units. The Crater units are quite nice-good job on those (currently on 18-month waiting list).

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The main reason we opted to stay in civilian housing for at least a year was to wait for adequate housing. We personally know of three families that had to move to another house due to termite infestation. We didn't want to have to deal with moving like that. I think that more money should be invested into housing down here. It seems like it's only the Navy housing that has problems.

(Navy, female, E-5, Camp Smith, first assignment, rent/unfurnished, Pearl Harbor)

The Navy housing near the Exchange is disgusting and degrading. It's a slum, not because of the residents, but because of the building style and maintenance. Let's knock it down and build some decent housing.

(Navy, female, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I have not seen the list of occupant requirements for clearing quarters. I do know I have watched several neighbors work very hard for days to get ready to clear. After clearing, I will see a van load of women go into a unit for an hour and leave. I wonder what they are being paid to "clean" quarters that are already clean.

(Marine Corps, male, O-4, Camp Smith, first assignment, rent/unfurnished, Pearl Harbor)

Recently in my workspace a conversation started about how the paint from a housing area right next to the Pearl Harbor Exchange was chipping off in large pieces. It is believed that this paint is of a lead base, so some of the parents took their children for testing and were denied until "significant" symptoms were able to be identified. Why are we using such paint on our houses, and what is considered significant when it comes to possible learning and mental deficiencies in our Navy children?

(Navy, female, E-6, other, first assignment, rent/unfurnished, Pearl Harbor)

Hawaii military family housing is the worst housing I have ever seen, CONUS or OUTCONUS. The general condition is dilapidated and run down. Most housing areas were unsightly and showed no evidence of any type of routine maintenance. I have seen HUD inner city housing developments that looked better than some Navy housing. It is a disgrace. Many housing areas have no sidewalks, no yards, and no safe place for children to play in. Again, a disgrace.

(Army, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The majority of the military housing, I feel, is sub-standard. The housing that is "nice," (i.e., Catlin Park, Miller Park, have a waiting list as long as 2 years). Obviously, the quality housing is in demand.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

We are very unhappy and dissatisfied living at Tropicana West. We were totally misinformed about the neighborhood, the cultural differences, and poor living conditions. We accepted this as our government leased housing only because we could not afford a larger place to rent. (We were in a one-bedroom, crummy apartment with our son.) We have experienced racial discrimination here. The area is unsafe and full of crime. We have requested to be moved on post but are forced to wait until we reach E-4. Meanwhile, we continue to suffer in the housing area. We would never have accepted Tropicana if we had been properly informed. The drive to Schofield and cost of using the laundry mat are unacceptable. We want to move on post where we will feel safe and at least welcome and accepted.

(Army, male, E-3, Wheeler Army AF, first assignment, government leased, Schofield Barracks)

General Comment—The quarters offered to me at PH, Schofield Barracks are by far the poorest quality family housing I have encountered in 15 years of military service. The funds necessary to rebuild housing in Hawaii would be money well spent. By far, my (our) greatest disappointment since arriving in Hawaii has been the family housing that is available to us.

(Army, male, W-3, other, first assignment, rent/unfurnished, Schofield Barracks)

We used the guest house on Schofield Barracks. Rooms were very small, carpet very dirty (sticky). We used the guest housing because it was more convenient to post facilities. We had no transportation at that time and the hotel/motels in Honolulu were too far away.

(Army, male, E-6, other, first assignment, rent/unfurnished, Schofield Barracks)

We would have preferred to live in government quarters but what they offered us was extremely inadequate in size (square footage) and quality. One item that really annoys me is the unfair quality of quarters offered to senior NCO's. Let me explain. First of all, I have 25 years of service and am an E-9, but yet the quarters they offer us are far less in size, quality, and overall appearance than that given a major or LTC who most of the time have only between 15 and 20 years in service. My BAQ is only slightly lower than theirs. If the Army could honor my grade and time in service and offer us the equal size and quality quarters that the major/LTC get, I would gladly live on post and that would mean I could save \$400 a month out of my own pocket. The quarters they showed us on Schofield was embarrassing. It's a shame senior NCO's are not being treated equally with their peers.

(Army, male, E-9, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Service NCO housing at Schofield looks like slums. Overall appearance was below my standard of living. I do not see how one could be expected to live there. Nor do I see how others are allowed to live like that. It may have been nice to have had the opportunity to look at other housing areas I was told my only choice was Schofield. Since then, I have found many soldiers live in AMR (Red Hill) and some just one mile from me at Barbers Point. The housing personnel take advantage of newcomers' lack of knowledge about housing and pressure them with loss of TLA.

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

We were very shocked at the housing available (military) here. Most of it is very unappealing!! With the exception of AMR, Halemano, and Mendonca Park, we find it difficult to believe the housing we have seen at Schofield and even Pearl Harbor is allowed to continue to look run down, dirty, and unsafe. The military has many advantages and a few disadvantages are expected but living in areas that look like "the Projects" SHOULD NOT be one! Also, why do the Air Force housing areas not look awful, like the others? This says something about the time, effort, and money the Army puts into its families' housing and therefore well-being.

(Army, male, E-6, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Choice of what military housing we were authorized to live in was our biggest problem. We were forced to take civilian housing (1 year lease) when we could have moved directly into Hickam housing (if it had been authorized) and saved ourselves and the govt a lot of time, effort, and money. The situation appears to be changing, but now we have to contend with the lease.

(Air Force, male, E-8, Wheeler Army AF, blank, rent/unfurnished, Schofield)

On-post housing units, especially the multiplexes on Schofield drastically need to be upgraded. People are forced to live in some pretty undesirable on-post quarters, because they can't afford to live off post in Hawaii.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Was offered post housing, found in all cases it was too small, not enough storage, not enough privacy, too much noise, for the most part run down. I personally like the freedom and change of environment an off-post residence offers.

(Army, male, E-7, other, first assignment, rent/unfurnished, Schofield Barracks)

Schofield Guest House is awful! That's where we spent our first 3 weeks. Yes, it's close but it's filthy and roach-infested. We were moved to a different room every night for 18 days with a young toddler. They were not very considerate and were very rude.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

After living in this house for 15 months, we wouldn't move on post. It's just too much trouble and on-post housing is old, dirty, and small.

(Army, male, W-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Government housing is in great need of occupant maintenance. It is an eye sore to the newcomer when traveling through the community of Schofield Barracks. Housing Office stated that Schofield was our only place to reside in government quarters. This was no community for my family. I complained to two Command Sergeant Majors within my first week on the island. Majors are not enforcing policy and procedure or guidance is not adequate.

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Don't think I will move into government housing. Quality is low and provides inadequate living space. I would much rather spend money out of pocket and have adequate space and decent quality.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Location and Availability

We felt that the housing on Hickam was not satisfactory because of the schools, mainly the junior high and the high school, were not adequate. The housing on Hickam was also too small. Adequate housing was available at Wheeler with good schools but was not available for 2 years. By the time housing at Wheeler was available the family was already settled.

(Air Force, male, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

Saying the entire island is one housing area is ridiculous. The thought that I could have been assigned housing at Wheeler while being stationed at Camp Smith is ludicrous. Consider commute times, not distance. Anything over 30 minutes is completely unacceptable and saying that you can leave at 0500 to get right in is also unacceptable.

(Air Force, male, O-4, Camp Smith, first assignment, rent/unfurnished, Hickam AFB)

I departed PCS from Hawaii on 11 Jul 93. I have answered your questionnaire as of the last month we lived in Hawaii. If base housing would have been available within six months of my arrival, I would not have purchased my town house. The town house I bought is leasehold. I am unable to sell it without taking at least a \$60K loss. It is presently rented to a military couple. My husband is retired military and was extremely dissatisfied with town house living. When I arrived in Hawaii in Jul 91, the housing office advised me that there would be an 18 month wait for housing. I made a decision to buy based on that info. Yet within a few months, people who arrived after I did were offered housing.

(Air Force, female, O-5, other, first assignment, own, Hickam AFB)

Costs of civilian housing are prohibitive, even to the officer ranks. On-base housing must be more available. The housing assignment policy at Kaneohe Bay for two- and three-bedroom houses is inequitable. Officers (company grade officers) with two kids do not wait for housing while officers with one child wait 12 to 14 months for a house.

(Marine Corps, male, O-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

It is unfair that other branches of service are allowed to have housing on our base while we are not allowed to live on their bases and can't get into housing on our own base.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

The biggest problem is available military housing, but I'm sure you knew this already.

(Navy, male, O-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

In three instances base housing was given to CPL. One family had no children and received a three-bedroom town house. One family had one child and was given a four-bedroom town house. One family had one child and was given a three-bedroom town house.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

I would like to respectfully request relocation into regular Navy Family Housing. Anywhere open. I truly feel proper repairs and care needed will not be made. This letter does not express my entire thoughts about the situation. Relocation would solve all the problems. August 5th problems still unsolved. Once in a conversation with the landlord, he mentioned to me trying to get lease contracts with the Army and Air Force prior to your contract, without success. This is an updated letter of letter sent 17 July 1993.

(Army, male, E-5, other, first assignment, rent/furnished, blank)

It was six months wait for housing when I arrived in Hawaii. Once I found, and got settled in, the house we live in, I wasn't about to move again. Houses should be available when people arrive on island. It is difficult enough to move once every 2 to 3 years.

(Navy, female, O-4, other, first assignment, rent/unfurnished, Pearl Harbor)

We are barely living from check to check in civilian housing. We are in desperate need of military housing.

(Navy, male, E-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The housing situation in Hawaii is terrible!!! The quality military housing is very few and the wait is way too long. The quality civilian housing is just too expensive. This is career affecting since I would not continue my career with the present housing conditions in Hawaii.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Hoping that military housing is available to service member at the earliest amount of time. Off-base housing in Hawaii is expensive. Every move, you need money.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Schofield Housing told us we had at least a twelve-month wait for quarters. Couples in our situation that arrived after us moved into quarters in four months. Schofield and Wheeler housing falls into two categories. The separate bungalows are good housing but are harder to get. The cinder block multiple family dwellings are the pits. I recently said to my wife as we drove through this section of officer housing, "I'm glad we don't live here. It's a dump." The new enlisted housing on Helemarc [sic?] and Schofield is very good. I'm glad to see our soldiers have decent housing.

(Army, male, O-3, Wheeler Army AF, first assignment, own, Schofield)

Senior NCO housing is a joke. I do not understand why junior enlisted are put way out in the middle of a pineapple field, miles from post. Most of those people have one car, the spouse is left home without a car, and they don't have easy access to the many opportunities that are available on post. I would think you'd put the junior enlisted closer to post and have senior NCO quarters out there instead. Hopefully, most of the senior NCO spouses already know the "system" and being off base isn't such a hardship.

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

First, thank you for giving us the opportunity to voice an opinion. I know you can't make everyone happy but thanks for trying! This is our first tour ever, and we are really having problems. You understand the cost of living in Hawaii is outrageous, and it is near impossible for a lower ranking soldier to pay rent. Why is it that much harder to get housing as a low rank? I think more housing needs to be provided for us. We need the help the worst. We are doing our best while living off post, but we are waiting on housing and no one is giving us answers! Every time we ask for an estimation date, it gets pushed back by at least four months! Why? In the meantime, we are living in all we can afford and have lost about \$6,000 to theft. I don't have the answers, but please help. We want to make the military our career but need your support. Thank you.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Security

The amount of security on post housing areas is inadequate. The housing areas are easily accessible by any nonmilitary personnel. I myself feel that my OFF-post housing is more secure and less of a target for thieves than the "open post" on-post housing. I personally would not accept on-post housing if the area was not well secured by sentries at each entrance 24 hours a day, nor would I jeopardize my family or property by accepting unsecured housing areas.

(Army, male, E-3, TAMC, first assignment, rent/unfurnished, Fort Shafter)

We were offered a "house" out at Iroquois Point that I would not let my dog live in. The rules governing assignment of housing, demarcation of yards, lanais, etc. are very confusing and not administered fairly or equally. The lack of security guards at housing gates is inexcusable. I'm sure the money spent in claims, criminal investigations, repair of damage done by vandals will over shadow the cost of security guards. I feel that military housing areas are specifically targeted by local criminals now that security is absent. Isn't the safety and sense of security of our members and families of paramount concern?

(Navy, male, O-3E, Pearl Harbor, blank, rent/unfurnished, Pearl Harbor)

My comments have nothing to do with your office but pertains to Navy housing in general. You may not have any control over what it looks like, but maybe an effort could be made. I often pass by enlisted quarters on my way to shop at the commissary. To tell you the truth, I would never live in such an environment. Not only are they as small as boxes, but the paint is peeling, and they are generally in poor condition.

(Navy, male, O-4, other, first assignment, rent/unfurnished, Pearl Harbor)

Child Care and Schools

The school system in Hawaii is very poor. Our main concern was to get our children into a better district. Coupled with the abysmal housing in Navy areas, we chose to pay large amounts out-of-pocket to get in a nice house with best (of the worst) school district on island.

(Army, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

School info was provided, but the important concerns were answered through the rumor chain. (Quality of education—student control SAT averages for high schools.) Quality of schools was my number one concern, yet I couldn't get any accurate info.

(Army, female, W-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Shift work child care is not well publicized nor is it readily available.

(Air Force, female, E-3, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

Furniture and Appliances

Loaner Furniture: Waited 3 days for delivery and 2 days for pick up (from scheduled times), had to extend TLA 2 days and government carrier finally picked up furniture. Very bad contract company. Unreliable and dishonest--told government liaison we weren't home, couldn't find address, etc.

(Air Force, male, O-3, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

Pet Control

Base housing should allow for more pets if pets are well-behaved.

(Marine Corps, male, E-8, Kaneohe Bay, rent/unfurnished, Kaneohe Bay)

Pet quarantine cost should be controlled or given to service members at a lesser cost. Landlords on this island take full advantage of the military re the high rents. The off-post housing cost is not worth the rents we pay here. On-post housing needs improvement and provisions for married members without children living at home.

(Army, male, E-6, Schofield Barracks, first assignment, Schofield Barracks)

Comparison Among Services

We are on the housing list for Aliamanu Military Reservation. That is Army housing. They look like they are better taken care of. That's why we are willing to wait a year for government housing.

(Navy, female, E-5, Camp Smith, first assignment, rent/unfurnished, Pearl Harbor)

I'd like our Navy housing to look like the housing at the Hickam AFB or even that of the Army AMR units. I realize all this takes \$\$\$, and we are very short of that, thanks to our new administration. Maybe some effort could be made. Thank you for your time.

(Navy, male, O-4, other, first assignment, rent/unfurnished, Pearl Harbor)

I think that the present condition of Pearl Harbor housing areas has a great deal to do with Navy morale and ultimately Navy job performance. It seems it would be a top priority to improve these facilities. Many Navy housing areas look like slums and I don't think that is arguable. It hurts my pride to drive across the base to Hickam AFB and see how much better the Air Force community is taken care of. Does the Air Force leadership care more about their people? Please don't underestimate the importance of a person's dwelling to their well being.

(Navy, male, E-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I feel that when E-5's are given four bedrooms and E-8's are only given three bedrooms, we've got a problem--with or without children; also--that advance copies should be put up so that upon arrival you don't have to wait so long. We would have stayed in military housing if we were properly informed. During 18 1/2 years in the Navy, my family and I have never lived in military housing for the very reason: Wait--Wait--Wait. The Air Force and Army treat their people better than the Navy.

(Navy, female, E-8, other, blank, rent/unfurnished, Pearl Harbor)

I see the Air Force has some pretty decent homes. But rumor has it the Air Force will build the houses, exchanges, and day care facilities first and if there's money left over, they'll build the runway and tower. Maybe the Navy should practice this awhile. Maybe we'd keep some more of the finer sailors vice letting them go because they're ashamed to bring family or friends over from the mainland to visit.

(Navy, female, O-1E, Pearl Harbor, blank, rent/unfurnished, Pearl Harbor)

Most of the housing is substandard. When you go on the Air Force base and the Army base and see how nice their housing is and then see what the Navy is forced to live in, it really is demoralizing. I'm glad I'm at the end of my career because I see the Navy taking a turn for the worse. Everyone is talking, but no one is taking any action.

(Navy, male, W-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Some areas of Schofield Barracks look like slum areas. They must be better maintained. There is a gross inequity in housing quality, size, and availability between Army, Air Force, and Navy housing areas. (Air Force Junior NCO housing is better than Army company grade officer housing.)

(Army, male, O-3, Schofield Barrack, first assignment, own, Schofield Barracks)

Comparison Among Paygrades

My comments have nothing to do with your office but pertains to Navy housing in general. You may not have any control over what it looks like, but maybe an effort could be made. I often pass by enlisted quarters on my way to shop at the commissary. To tell you the truth, I would never live in such an environment. Not only are they as small as boxes, but the paint is peeling, and they are generally in poor condition.

(Navy, male, O-4, other, first assignment, rent/unfurnished, Pearl Harbor)

I think you need more housing for lower ranking people and couples that are new in the service and have more than one child. I don't have any kids and the way I am told here, I won't get housing for another year or so, and by then it will be time for us to leave. I think they need more housing or more HUD housing so families can afford to live here.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I think that base housing should be offered to E1 through E4 before it is to officers. Because it's hard to live off base for them and they don't get as much BAQ and VHS as officers or sergeants. Officers and sergeants can make money living off base, and I know a lot of people who brag about taking the government money. There is a lot of empty housing I see on bases that are not filled and Housing can't give a reason. I also have had several people tell me that it's all who you know that works in Housing, because they do favorites and save housing for people. There have been people on the list that have got base housing before us, and they were behind us on the list and got here after us.

(Army, male E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Reasons For and Against On-Base Housing

I've never had a desire to live on base primarily because I want to leave base after work. But because of the cost, we decided to move on base. First, we loved our house/neighborhood off base, but it was too expensive. We lucked out and received a nice house on base and are satisfied although within the first week of living on base we had a theft and two instances of peeping toms. Unsat! I would hope living on base is more secure than out in town. So far, not so.

(Marine Corps, male, O-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

I went home on leave in July 1992 and I got married. I got the run around about the government paying for my spouse to get over. Finally I was told that I had to pay in order for him to come over here. I couldn't get command sponsorship until he got over. Before I got married, it took me almost my whole time in the military to get BAQ for my son who is residing with my mother. It is too expensive to have my child over here. That's why he is home with my mother. He is in school there, but if he was over here, he would be in child care. I think being at home with my mother is the best place for him. I really want government quarters because it would be more convenient for me and my spouse, and it is less expensive.

(Army, female, E-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

The reason we continue to live off post is the quarters that are offered. They look substandard and are too small. We own a three-bedroom house in Texas and even after storing some furniture prior to this move, the quarters are too small. A two-bedroom quarters is entirely unsatisfactory.

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Appendix D
Permanent Change-of-Station (PCS) Facilitation

Permanent Change-of-Station Facilitation

Table D-1 presents summary information of the response frequencies of the comments on Permanent Change-of-Station (PCS) Facilitation tabulated according to the processing Housing Office.

Table D-1

Permanent Change-of-Station Facilitation Comment Frequencies

| Housing Office | Response Frequency |
|--------------------|--------------------|
| Barbers Point | 1 |
| Fort Shafter | 13 |
| Hickam | 5 |
| Kaneohe Bay | 6 |
| Pearl Harbor | 19 |
| Schofield Barracks | 31 |
| Blank | 3 |
| Total | 78 |

Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, rank, whether it is the respondent's first assignment in Hawaii, do they rent or won/furnished or unfurnished, whether the housing is government leased, and which Housing Office was used.

Sponsor Program

I have sponsored two families since I got here. Housing services for them--and necessary information--has been just as bad as when I arrived. I am convinced the problems are systemic.

(Army, male, O-5, Camp Smith, first assignment, blank, blank)

It would have helped tremendously if I had a sponsor to help provide information and directions about where to in-process and how to get places when I first arrived. The Consolidated Housing Office explained the lists, provided maps, and gave good information about area schools. However, many units had already been rented and it was difficult to call landlords, schedule appointments, and find my way to places in such heavy traffic all alone. Luckily, I had my own car and plenty of incentive. I was in a hurry to find a place in the first 3 weeks so my family could arrive and we could get settled before Christmas. A lack of a sponsor resulted in added stress and a feeling of isolation/unfriendliness when I arrived in Hawaii.

(Army, female, E-7, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

Our sponsor did not greet us due to the fact that he was deployed, but no one made arrangements to take his place. It was one hassle after another. If I were to write all that occurred when we first arrived, this would end up being a short sob story. We were given misinformation so many times by people who were supposed to know what they were doing that we no longer trust what we are told. I have a bitter taste in my mouth on how our situations

were handled and pray to God that no other serious problems arise, especially if my spouse is deployed. I've been in the civilian world longer than I've been a "dependent" in the military and have not experienced such alienation and misinformation and not been able to do something about it. I am proud of my spouse, and I love the fact that I am an American, but I think there are a lot of things that the military needs to pay attention to when civilian personnel is handling military matters and quit treating "dependents" as second class citizens. After all, it is we caring, qualified, and loving "dependents" who keep the home fires burning while our sponsors are protecting our country.

(Navy, female, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Generally speaking, lack of knowledge due to poor sponsors accounts for why most people are unprepared. Because we had friends here before we arrived, we did a lot of correspondence and were prepared better than most. Any of my negative answers basically reflect the sponsor who is "put-out" or upset at having to drive people around or answer questions. Hawaii is so outrageously expensive that we literally live hand-to-mouth. Without food stamps, welfare, WIC, etc., I don't know how young soldiers get by. Anything after Hawaii is cheap!

(Army, male, O-4, other, first assignment, own, Schofield)

What sponsor? We were never assigned nor offered a sponsor. We find this unbelievable!!

(Army, male, E-6, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Had I been contacted before my arrival, I think my transition to this assignment would have been a lot smoother. I had a lot of questions but no one could answer them on the mainland. My sponsor was of little or no help in answering questions or providing information. The housing office did provide transportation but did not give any advice on which parts of the island were better to live. Subsequently, I moved into the first thing that was available only to find out that the neighborhood is a crime/drug area. Fortunately, I had no problems other than the commuting distance to work.

(Army, male, E-6, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Our sponsor was a totally self-centered, unhelpful person. My husband did it ALL on his own and it took me calling the Capt. to get the paperwork we needed to get our family over here and back together (4 months apart and still have not received our separation pay). Also, our military families should be told about the local people, and how they resent us being here. We ourselves have had two very frightening events with the locals, and we're very happy to have recently received post housing.

(Army, male, E-4, Schofield Barracks, first assignment, government leased, Schofield Barracks)

We wish we would have had a sponsor, but we learned a lot doing things for ourselves. Overall, I think the relocation to Hawaii went okay. Also, we think that all military housing should have air conditioning here in Hawaii. If it would create a financial problem, have the tenants pay for it.

(Army, male, E-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

After I had almost completely in-processed the REPL Center 556, I saw a so-called sponsor for about 30-45 minutes and that was it. Then 556 would not provide transportation to and from hotel to in-processing since I had a sponsor but sponsor would not either so I had to bum a ride from another in-processing soldier who rented a car. Then I rented a car for 2 1/2 weeks until my car came in. Did not know I could use civilian bus. Could not really afford rental car.

(Army, male, E-6, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

My husband NEVER met his sponsor. He doesn't even know who he is! We could have used some help finding a house. Knowing about the transportation would have helped out a lot. My husband hitchhiked! Things need to be MORE ORGANIZED!

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

It would be great if housing were available for families when they arrive instead of wasting money on TLA. It would also be greta if there were a sponsor assigned to every family just arriving.

(Army, female, E-4, Schofield Barracks, first assignment, government leased, Schofield Barracks)

Necessary Information

Housing Office did not inform me of home loan program and was not very helpful. Their lists were almost always outdated/incorrect.

(Army, male, O-4, Tripler Army Medical Center (TAMC), first assignment, own, Fort Shafter)

The sponsor or someone should let newcomers know more about car--inspections. Both cars had to have new tires, one tail light was broken and a new assembly was required to meet inspections (\$540 out of pocket). Also, more info is needed about no fault insurance.

(Army, female, O-5, Tripler Medical Center, blank, rent/unfurnished, Fort Shafter)

The information packet I did get stated clearly as did the people at the loaner office that I was to get a washer, dryer, and fridge while on the island. But, when I went back to get them, I was stopped cold and told those military who buy here don't get appliances. Those items are in storage on the mainland. I could not get them here. I had to buy all three which added \$2,000 to my moving here.

(Army, female, O-4, TAMC, first assignment, own, Fort Shafter)

We were misled when we first inquired about housing and were told in April 1991 that there would be an 18-month wait for O-4 housing on Hickam. (It turned out to be a 9-month wait for other O-4's who arrived when I did.) As a result of being told it was an 18-month wait to live on base, we bought a house off-base and unfortunately bought leasehold property. We're going to lose lots of money when we try to sell our home when we PCS from Hickam.

(Air Force, female, O-4, hickam AFB, first assignment, own, Hickam AFB)

In general, we were told different things by different people at the Housing Office. Information seemed to conflict at times. When we processed in, we were told the wait would be longer than 6 months. Since we entered into a lease, we really don't have any idea if that information was accurate or not. I think sponsors should let new arrivals know about the great difficulty in

finding civilian housing that will accept pets! I never dreamed it would be such a nightmare. From my experience, I found about one in thirty landlords will even consider pets. The Housing Office did a good job about informing us of the utility deposit waiver form--it helped a great deal. Most of the people we dealt with at the Housing Office were cold and acted as if they were doing us a great big favor by being there. But unfortunately, after 11 years in the military, I find that attitude is not confined to the Housing Office.

(Air Force, female, E-6, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

My main complaint was the poor, outdated housing lists we would receive from Housing. The lists on available civilian homes were very outdated and of no use to us in searching for a place to live. Since we moved into our civilian residence, we have no further contact with Housing. We plan to live off base.

(Marine Corps, male, O-2, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

(I answered the questions that I could.) I moved into base housing on 7 July, 1 month prior to receiving this questionnaire. TLA was not explained to me until I'd been in a hotel for 4 days. In my case, it was not a problem, but for a junior service member I could see possible trouble, especially if they got a hotel that cost too much, expecting total reimbursement.

(Marine Corps, male, W-4, Kaneohe Bay, first assignment, blank, Kaneohe Bay)

This has been due to lack of the "whole story" on programs which has resulted in unforeseen expenses being paid by "newcomers." I feel that the people who work in the housing offices and PSD's and etc. are not educated enough to provide people with all the rules and regulations of said programs and are concerned with how many people are processed instead of the quality of service provided to those people. I feel that the consistency of service between housing offices, PSD, and CHRRS is greatly varied and UNSAT, causing much frustration to most people arriving to this area.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I found the apartment lists to be out of date and useless as every time I tried to get a place, it was taken. I had to utilize a civilian property management company in order to find a place to live. My experiences with your service have been very frustrating.

(Navy, male, E-6, Pearl Harbor, blank, own, Pearl Harbor)

Information needed is not offered but has to be gleaned from housing reps with lots of questions. They only give the bare minimum. Get them in, get them out. Reps often became impatient when asked questions.

(Navy, male, E-6, Pearl Harbor, blank, own, Pearl Harbor)

The service and knowledge at the Housing Office needs to be improved by a huge margin. I had to wait over three hours every time I needed to see the housing assigner, and there were a lot of unnecessary run arounds due to misinformation. Nonetheless, I am glad to be assigned base housing and feel that it is all a necessary part of being a military dependent.

(Navy, female, E-6, Pearl Harbor, rent/furnished, Pearl Harbor)

Would have welcomed someone informing me as to how to handle the delivering of household goods and UAB. Delivery day was mass confusion.

(Navy, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

We were not informed of many services. I had no idea we could get transportation help in looking at rental units.

(Army, female, O-2, TAMC, first assignment, rent/unfurnished, Fort Shafter)

Had significant difficulties getting an updated housing referral listing. Lists were old, and when I asked for an updated one and went to Ft. Shafter to pick it up as promised, it was not ready.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Waiting lines very long and frustrating. Need knowledgeable representative at reception desk to handle general info questions. Appointment system too long a wait. Listings are not current so we were forced to use the newspapers.

(Army, female, W-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

My husband was in basic before coming to Hawaii. We did not know about TLA or government storage for our goods or anything. We had to find out as we went along. Very upsetting.

(Army, male, E-2, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

We were unprepared for the high cost of living, not only on the economy, but on post as well. It would have been helpful if we could have known about the housing in advance.

(Army, male, E-5, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Need of better overall information. Dispersion is deemed necessary.

(Army, male, E-4, Schofield Barracks, first assignment, government leased, Schofield Barracks)

The housing office at Schofield Barracks failed to brief me on details regarding off-post civilian housing. Also, they failed to explain my option regarding post housing waiting lists. After being on the island for 6 months and visiting the housing office many times (six to eight), my wife was finally told the process. A lady at Schofield Barracks was very helpful. Also, more housing is necessary on Schofield Barracks--especially TWO BEDROOM!

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

The civilian housing lists were available at housing, but they were out-of-date, resulting in lots of wasted time.

(Army, male, O-5, Wheeler Army AF, rent/unfurnished, Schofield Barracks)

I think the Housing Office should make it clear that you have to take a LES into the office and change your rank on the housing waiting list and that your rank doesn't automatically change on the housing waiting list.

(Army, male, O-5, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

Area housing rental lists were often not updated. As a result, I looked through the local newspaper classified section everyday as I knew the advertised rentals would in most cases still be available. Unfortunately, there are many unscrupulous "slum lords" owners whose primary objective seemed to be to take advantage of military families. For example, several landlords asked my rank prior to telling me the monthly rental cost. I did not go to see any of these homes because the landlord seemed to want to take advantage of my military rank to charge me more for the home. Fortunately, my sponsor knew many people in the area, and he helped us find a suitable home in a nice neighborhood with a reputable school system.

(Army, male, O-3, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

Temporary Lodging Allowance (TLA)

You should receive TLA in advance to having to pay your hotel bill--not paying first and then being reimbursed. (A \$100-a-night bill isn't easy to get during a PCS). Transportation--rent-a-car should be paid for--you have to have one to find a house in process and get to your duty station--prior to your POV arriving. And paying for parking in Waikiki is very costly--and 95% of TLA lodging is in Waikiki!

(Army, male, W-2, Wheeler Army AF, first assignment, government leased, blank)

My spouse arrived 5 December 1992. I had already turned down the well below standards of living conditions unit offered to me at Coral Rose on Barbers Pt. TLA was never an option, but I had to pay \$455 for 13 days of living expense out of my pocket while looking for off-base housing. I was told to wait 9 to 12 months for Makai housing. I was number three on the active list, and I knew of three units that would be available within a month. Highly discouraged by the housing situation on Barbers Pt., I opted to stay in the civilian community while stationed here. The TLA program and housing availability estimates should be more realistic for today's sailor.

(Navy, male, E-6, Barbers Point, first assignment, rent/unfurnished, Barbers Point)

Additionally, the no exception in the 5-day TLA caused us to have to pay for a night's lodging--since we had to turn keys into the landlord on Friday before a 3-day weekend. This is nonsense!

(Army, female, E-8, TAMC, blank, rent/unfurnished, Fort Shafter)

When I arrived here, I received a lot of misleading information about TLA. I was told by PAC that I am not authorized TLA as an E-2, only to find out later that this wasn't true. With the help of my NCOIC, I was able to get TLA, but I found it very frustrating to be sent from office to office to take care of this. I was also issued deferred travel order from the AIT-POST [?] instead of concurrent travel orders, which has cost me and my family emotional and financial distress. I wished that the individuals at PAC/Personnel/Housing/Transportation would treat an E-2 with the same respect and give the same help they give to higher ranking soldiers. I felt like my problems were belittled because I was "only an E-2" (like an individual at PAC said).

(Army, female, E-2, TAMC, first assignment, rent/unfurnished, Fort Shafter)

The housing list and who/when housing gets offered seems to be lacking. A lot of emphasis to get people off of TLA versus into quarters from off post. It seems to me a willingness to extend TLA has got to be cheaper than having a person move into economy quarters . . . then move

into BLNK quarters a year later. Two housing measures of effectiveness seem to be average TLA and occupancy rate or quarters. Two guys on housing list, one's on TLA, one's been in a lease for a year. The TLA guy can move into quarters with no notice. The lease guy needs 10-15-20 days' notice. The TLA guy is offered the house--not the guy on economy housing. WRONG!!

(Army, male, O-4, Camp Smith, blank, rent/unfurnished, Fort Shafter)

It's hard as hell to find adequate housing and, although I had plenty of TLA, how long can one live in a hotel and get serious about life and work. I had to settle for expensive (\$1375 per month) and small housing. On the bright side, I am a five minute walk from school!

(Army, male, O-3, other, first assignment, rent/unfurnished, Fort Shafter)

TLA: I did not know what my allowance was for TLA. I was single at the time. Therefore, I had out-of-pocket expenses, because the hotel cost more than what was given me. I was told that I would be given only 10 days TLA and that I had to find something before then.

(Army, male, O-3, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

TLA did not cover our food expenses. We had one meal a day in a coffee shop and had approximately \$10.00 left per day to feed three people for any additional food.

(Army, female, O-5, TAMC, blank, rent/unfurnished, Fort Shafter)

Housing should set up and confirm TLA quarters especially when families are coming in. Sponsors should be briefed on their responsibility. Mine went on leave for 1 month prior to my expected arrival and never called when he got back.

(Army, female, O-4, TAMC, blank, own, Fort Shafter)

The "appointment only" system to get counseled/advised about TLA at Hickam is a gross disservice and a crude joke. Example: people show up PCS and must find TLA quarters. TLA office gives out almost no information over phone except to schedule you for a meeting 10 days to 2 weeks down the road. Member can go by office to get TLA hotel listing, which may or may not be in stock, but no TLA people want to be bothered with any questions regarding TLA program, rules, rates, compensation procedures, etc., because "we only work on an appointment basis." Excuse me. In bound PCS people need all the TLA assistance that can be provided prior to or immediately upon arrival in Hawaii. Leaving families to fend for themselves the first 2 weeks because "we find the appointment system works better for us" is a totally self-serving cop-out. TQM? How can we best serve the customer?

(Air Force, male, O-4, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

On 30 July 93, Hickam AFB Housing Office said if you turn down the first house offered, your TLA would stop. I'm sorry but that just isn't right. You should at least get to see a second offer before the TLA stops. Army rules for overseas remote tours need to be updated seriously. Currently if you are arriving from an overseas accompanied remote tour you are not given any compensation at all for priority on the housing list. That is grossly wrong. I have been remote accompanied and unaccompanied. It is one thing to be without your family; however, it is another to have them with you and live in substandard housing for 2 years. One year without your family or 2 years in substandard condition is very comparable.

(Air Force, male, O-4, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

TLA helped out a lot; the program is great; however, if you don't get a house in 10 days, you're looked down upon; and it's difficult to explain why you can't. The TLA on base (Kaneohe) is really nice but every time you cook, the fire alarm goes off, so I don't see how it qualifies as having cooking facilities.

(Marine Corps, male, E-6, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe)

Departure TLA period should be longer to allow ease in transitioning. While it may appear/seem easy to borrow furniture from Housing, keep in mind most members are also using rental vehicles. Perhaps the need becomes truly critical when members check out of housing and commence TLA. We almost put our members out on the street. Our junior personnel feel even more detached and abandoned. Just imagine, a young mother of two, car packed and waiting for the final word from HSNC [?] so they can officially be on TLA. Additionally, every PCS transfer is terminated and complete when member reports safely to his next duty station. The journey is still coming. It has just began when member detaches. I recommend we extend TLA so families can breath a sigh of relief before they get on that plane to their next duty station.

(Marine Corps, male, E-6, Kaneohe Bay, blank, rent/unfurnished, Kaneohe Bay)

The TLA people are on you like flies on s--- when you get here to have documented residence visits or else your TLA will be cut. It's like we're all out to defraud the government, and the TLA office is the only thing keeping any of us honest. Nice way to treat the "backbone" of the Marine Corps.

(Marine Corps, male, E-6, Kaneohe Bay, blank, rent/unfurnished, Kaneohe)

TLA is insufficient to cover time until government housing is available. Sponsor was deployed at the time of our arrival.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, blank)

Just two thoughts: (1) My husband went on deployment 4 days after arriving in Hawaii, and I felt strong pressure to find a place quickly to get off TLA. I found a place in 2 days but needed 4 days to get loaner furniture and HO was going to make me either move into empty place or pay TLA myself!! I got landlord to move start of lease date a few days! He wasn't happy about that, and we thought HO was unreasonable and pushy!! I felt very rushed! How do people stay on TLA when you do not want to be rushed to find the right spot? (2) We were told appliances were available, and we couldn't bring our own. However, no one mentioned if we bought then appliances were not available. We scraped every penny we had to get a fixer-upper (which had no refrigerator, washer, or dryer) and were stunned when we were denied access to appliances. The extra cost for those appliances was a set back. I wish we had known! The word needs to get out.

(Navy, male, O-3, Hickam AFB, first assignment, own, Pearl Harbor)

TLA is a good idea; however, too much stress is placed on the service member to find adequate civilian housing. I feel military housing is substandard. The exterior/interior of most units is depressing. Although it may not be your concern, I feel BEQs are a disaster. I am glad I am married, because I'd rather go bankrupt than live there. Single BAQ should be offered to service members; however, there is not an option for single members. If there were, morale would greatly improve. However, President Clinton, our "Commander in Chief" would rather screw us than help us.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Personnel at Marine Barracks Admin Section were extremely uninformed concerning TLA.
(Marine Corps, male, E-6, Pearl Harbor, first assignment, rent/furnished, Pearl Harbor)

I did not get my full entitlement of TLA because upon arrival to Hawaii, I was dual military with no dependents and PSD would not believe that my spouse, who was getting stationed on a ship, was not eligible for TLA.

(Navy, female, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The TLA program does not allow adequate time to find civilian housing. Upon initial check-in, a specific number of days should be established for member to obtain suitable housing without having to report to housing with a list of units before TLA payment can be received. If housing has not been obtained without justification, TLA payment should be stopped. This would alleviate some of the pressure on those families, i.e., military to military and single parent to find housing, child care, make transportation arrangement, and check in the command all at once.

(Navy, female, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I feel that having to look at ten housing units within a 10-day period for TLA is not only stressful but very inconvenient. When trying to get adjusted and settled at a new duty station, you and your family do not need added stress caused by having to meet a quota just to qualify for TLA entitlements.

(Navy, female, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The TLA program was unorganized and a hassle. The Pearl Harbor office (PSD) where the checks are picked up was very unprofessional and particularly _____. He was extremely rude and made the TLA experience and move here very unpleasant.

(Navy, male, E-5, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

I believe the TLA program needs to be reworked. It was almost impossible to give acceptable reasons why we didn't like a house and I feel they make you rush into a house.

(Navy, female, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Overall I am sure that if the programs like TLA are run properly, they would work. Often times, from my personal experience and those of others I have known since I've arrived here, they have been less than adequate.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

Personnel reporting are pushed into taking housing that they don't want because they are told if they don't accept they will lose their TLA. The housing office should inspect regularly the hotels and motels that offer TLA because some of them are substandard, i.e., paper thin walls. Those places are full of bugs and the price you pay is out of line. I paid \$140 a day, and it was really not worth it. If I knew before, I would never have accepted orders to Hawaii.

(Navy, male, W-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

We felt a great deal of pressure to hurry and find someplace while we received TLA. We understand the need for finding someplace as soon as possible, but the added stress and worry of the need for haste on our part was a great discomfort. It added to the burden of the move to Hawaii a great deal. We were beginning to feel compelled to just take whatever we could find, rather than have to deal with the whole thing. Unfortunately, I can't think of many constructive

solutions to this, with one exception in my case: I could have taken some leave time while here in order to accomplish more with less stress. All things considered, I still say excellent job!

(Navy, male, E-5, other, first assignment, rent/unfurnished, Pearl Harbor)

Subject: TLA Extensions: Within the 5th week of authorized TLA, I found a house off post. It suited my family needs in the area of security, safety, and condition of the home. I signed a lease; however, the house would be available six days after the last day of authorized TLA (60 days). Within the first 5 weeks of TLA, my wife and I were aggressively seeking a home that would meet our family's needs. Each house that we viewed was documented accordingly. I submitted an extension of TLA for six days so that we could continue to stay at our hotel until the house was ready. The extension was disapproved at the Housing Referral level. I then requested that my COLA be started the day when my TLA expired. The reply I received from finance was that COLA does not start until the beginning date of my lease. I was forced to move out of the hotel and move in with another family until the house was available. COLA should start as soon as you arrive on Island. COLA is automatically deducted when you're receiving TLA. (My case: I was not receiving COLA during my TLA.) This must be changed!

(Army, male, W-2, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Not being given concurrent travel, my 2-year old son and I arrived in Hawaii with one day of TLA left on my husband's 60 days. We were made to wait this long so that we could be "sponsored," although no one ever assigned or spoke to us of a sponsor. We spent over \$2,000 of savings before we were in an apartment in Makakilo 1 month later. If not for a family my husband worked with taking us in, we would have been on the street with nothing when the guest house ran out of space for us after 2 weeks. I took a job the second day I was here, forced to leave my son with a stranger for a baby-sitter because our request for extension of TLA was denied! Because of cost, we accepted government leased housing when offered although we cannot have an air conditioner, washer/dryer, privacy, or protection. We are not comfortable with our living arrangements but feel helpless to change the situation. We expected to make sacrifices, but it has put a strain on our family.

(Army, Female, E-3, Schofield Barracks, first assignment, government leased, Schofield)

REF TLA—The guest house at Schofield Barracks is a disgrace. Every incoming person wants to stay in a hotel because the guest house has such a bad reputation and is so unsatisfactory.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I do have one comment about TLA! When I arrived, I was told I have a limited time for TLA (60 days), but when my wife arrived I only had seven days worth of TLA. That stinks. WHY?!!

(Army, male, E-3, Schofield Barrack, first assignment, rent/unfurnished, Schofield Barracks)

My overall "strongly disagree" answer for TLA satisfaction is because we were told we could apply for an extension of TLA past 60 days. When we had to apply for the extension because of the time involved in closing on our house purchase, we found out that such extensions are "almost never" granted. Because of the false information we were initially given, we ended up spending 18 days in a hotel for which we were not reimbursed. The civilians working in the Schofield Barracks community commander's office were more interested in keeping me away from the commander with my questions as to why this happened than they were in getting the questions answered. Overall a very poor performance (this happened in June 1992.).

(Army, male, O-3, Schofield Barracks, first assignment, own, Schofield Barracks)

TLA: Still not sure if I received all my entitlements on TLA. I do know I had to spend several hundred out-of-pocket. Casual pay from Finance does not give any audit trail to ensure proper reimbursement.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield)

On TLA, I had a bad experience. Housing cares about only one thing: riding the soldier as hard as they can until he gets off TLA. Housing provides out-of-date housing lists (most housing I checked out was already rented). I beat myself to death to find housing that was only marginally acceptable to us, just to get those self-serving housing people off our backs! TLA is just that: a TEMPORARY living allowance. Tell housing to back off! House hunting is bad enough after having just pcs'd. . . again!

(Army, male, E-6, Wheeler, first assignment, rent/unfurnished, Schofield Barracks)

TLA is a very good program, but it also messed up my spouse's pay. We ending up owing money for something we still can't understand.

(Army, male, E-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

We were overpaid for TLA without our knowledge. Then it was taken back out of our monthly checks which hurt us financially for the next 4 months. TLA benefits need to be explained a little more clearly and should not be overpaid.

(Navy, male, E-8, Kaneohe Bay, blank, rent/unfurnished, Kaneohe Bay)

When my husband was briefed on the TLA program, the advisor said that the time allotted for TLA was a maximum of 30 days. We were told by practically everyone else that TLA is good for 90 days. This led to some confusion and worry about whether we would be able to find a place in the time allowed while we were still without transportation. Also, there seems to be some confusion as to how TLA works because we were informed by two people at the BPO office that TLA money is only lent to the service member and will eventually be deducted from his/her pay.

(Army, male, E-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

As I understand the TLA process, a family only gets three to five days TLA when departing Hawaii. This is very inconvenient for families residing off-post. I only collected 20 days of my 60 allowable days when I in processed into Hawaii. It seems to me that I am being somewhat penalized by being pro-active in getting off of TLA as opposed to the person who waits and collects a full 60 days worth of TLA. The TLA rules should be changed to say you receive 65 days TOTAL for in and out processing especially for the family that resides off post.

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield)

Incoming personnel should be told that TLA is given after the ten days; therefore, money for food comes out of your pocket until after the ten days. We were told we would have a 1-year wait list for housing on post. We feel that it is too long to wait. Financial in processing was totally unsatisfactory. Three months passed without receiving BAQ and VHA during which time we were forced to borrow money from our family. I lived in Mililani; it is without a doubt the most convenient, livable area available to Schofield. The comments about security are general. All detached houses with louver windows are not very secure. Mililani is by far the most secure. We put in a multiple work order when we moved in 8 months ago. Not one thing has been fixed yet.

(Army, male, O-1, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Being new to Hawaii, we were not sure about our TLA payments. Finance paid us for our TLA. In the long run, we were overpaid TLA; now we are receiving no pay dues. Luckily we had put the money aside. Most people will spend that extra money and will not be so lucky when they receive no pay dues. Some type of pay scale on TLA would be helpful. TLA has caused us a lot of problems with Finance.

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Community Home Finding Referral and Relocation Service (CHRRS) and Transportation Assistant Program (TAP)

Transportation assistance is NOT available! We were, however, so informed by our sponsor. Housing (civilian) lists are inaccurate because of availability of rentals. There aren't enough and are rented faster than your list updates. Not a fault, but a fact. It's hard to get enough contacts for TLA justification!!!

(Marine Corps, male, O-5, Kaneohe Bay, rent/unfurnished, Pearl Harbor)

All in all the housing office did nothing for us and provided little information; however, CHRRS provided information re safe areas, maps and were very helpful and the staff, as I remember, was quite nice.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The Housing Office should inform in-processing soldiers about CHRRS. I did not know CHRRS existed until I attended the pre-command course 9 months after my arrival in Hawaii.

(Army, female, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

CHRRS really tried to find housing. Their lists were simply outdated. I found civilian housing by asking a Realtor who was available in a particular location that I liked.

(Army, male, O-4, TAMC, first assignment, rent/unfurnished, Fort Shafter)

The TAP doesn't work for you if you have small kids and you want your spouse to see the place you choose to live. TAP will not take kids and I didn't know anyone well enough nor could I afford a babysitter for my two small kids. I am 41 years old married 15 years and have accumulated some fair amount of household goods etc. but I have found no help in deciding what government housing area to put in for as far as square footage what they look like inside. I am going broke in this rental but my son was already 2 months late in getting into school and I had to do something.

(Army, male, E-6, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

No one told us about CHRRS or TAP.

(Air Force, male, O-5, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

Appendix E
Suggestions for Improvement

Suggestions for Improvement

Table E-1 presents summary information of the response frequencies of the comments on suggestions for improvement tabulated according to the processing Housing Office.

Table E-1

Suggestions for Improvement Comments Frequencies

| Housing Office | Response Frequency |
|--------------------|--------------------|
| Barbers Point | 0 |
| Fort Shafter | 3 |
| Hickam AFB | 5 |
| Kaneohe Bay | 6 |
| Pearl Harbor | 5 |
| Schofield Barracks | 35 |
| Blank | 0 |
| Total | 54 |

Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, rank, whether it is the respondent's first assignment in Hawaii, do they rent or own/furnished or unfurnished, whether the housing is government leased, and which Housing Office was used.

Lower Ranks Should Get Housing First

Base housing should be assigned to lower ranks before higher ranks because of less income to pay for rent and utilities.

(Air Force, male, E-3, Wheeler Army AF, first assignment, rent/unfurnished, Hickam AFB)

One thing that I think is wrong with this system is that I'm an E-3 with a wife, child, and one on the way, and I can not get on-base housing. There is a 3-year waiting list. And there are CPL's with no kids living on base. And he only had a 1-month waiting list. Can you see what is wrong? I can. It's as clear as day. I need the housing because I can't afford to live out in town and a CPL with no kids can afford to live off base. I think this system is wrong and unfair, just because he got promoted before me.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

There should be more housing available for lower enlisted personnel.

(Army, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

As you know by this survey, my husband is an O-4, and we are fortunate to live in a very nice house and have space to move. I feel that other families that work equally hard for our government should be as fortunate. Just because Mr. E-3 does not have as much responsibility, etc., his family should still be able to live in adequate housing. Another concern is the length

may not happen consciously, but it happens anyway. Because you live in Makalapa quarters in Admiral now [sic], every small concern should not be considered an emergency.

(Navy, male, O-4, own, first assignment, rent/unfurnished, Pearl Harbor)

The Housing Office is not fair enough with the lower rank people. I have been on the waiting list since I arrived in Hawaii (May 1992) and never received even a call from the Housing Office. They always told me we'd talk when I get my E-4. There are people with only 1 week on the list who get a house. I know that because I'm a personnel clerk. I think that this is not correct, because we, the lower rank people, are the ones with less financial opportunities. I hope somebody hears us and fixes this situation. Thanks for asking our opinion.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I feel the housing list is way too long a wait, especially when you don't have enough money for your bills and don't feel safe about leaving your motor vehicles outside. I think this list is unfair. I know they have housing available in AMR, but they won't give it to us because my husband is only an E-3.

(Army, female, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

As an E-3 family on the economy, we are barely making ends meet. More housing needs to be given to E-1's, E-2's, and E-3's. I have friends who are higher enlisted and officers barely making it on the economy. How is it expected that those lower enlisted with the same basic needs are to survive on less money? We're in a two bedroom with two children (one boy and one girl), and we were told we'd have to wait another 6 to 9 months for a three bedroom instead of a two bedroom on base. That's not fair, especially when a friend with two boys got a three bedroom in less time than a two bedroom would have been.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

There are people out there that cannot afford living off base and yet they have to. Do you really think an E-2 with a wife and maybe a child can afford to pay \$800 plus a month and \$200 plus for utilities? I don't think so. Excuse me for being so blunt, but the system sucks and something needs to be done about it. Who do you think so many lower ranking soldiers get in trouble for bouncing checks or not paying bills? Why do you think so many marriages split up in Hawaii? Because the financial situation is too stressful and nobody cares.

(Army, female, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I feel housing should be assigned on a rotating system. It seems to me that E-5's and above have no waiting time for on-base housing. If you were to rotate between lower ranks and higher ranks, we wouldn't be seeing as many hardships from E-4's and below. It seems unfair we can't have the same quality of life because of our rank. We should be offered more housing first, since we don't make as much money. I realize there's nothing you can do or want to do about the housing situation in Hawaii, but I feel us little guys get the raw end of the deal.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

We feel that if they are going to send an enlisted person to Hawaii as their first duty station that they could help out with housing. Just getting in the service is a big change but being isolated is an even bigger thing to adjust to. We really only want some help to give us a fair start in the life of the Army! Please make some changes to help the families really in need.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Junior enlisted need housing before senior enlisted. Junior enlisted make less money and can't afford to live on the economy.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

The TLA program is very nice, although it takes awhile to process finance. The waiting list for housing on post was extremely long. It's difficult to "make it" with a rank of E-1. I understand the chain of command with housing, but more government money should be spent on housing instead of recreation areas.

(Army, female, E-2, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

We feel that there isn't enough priority to the lower ranking soldiers who really need housing! It causes a lot of strain on a family because it is so hard to afford, especially when the people who get paid move and can afford to live off-post get housing sooner!

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Suggestion: Lower ranking enlisted should have less waiting time for on-post housing. I know that there will always be a waiting list, but I also believe that higher ranking enlisted should live on the economy longer than lesser ranked individuals because higher ranks are allowed more entitlements and would get by a lot easier than the junior enlisted. But it is also understood that junior NCO's and NCO's. Have lived in the same situations. So I believe it would help the new soldiers get on track with expenses and without worrying about how they will have enough money for groceries and other important expenses. Although I am completely appreciative of all the help I do receive. I believe military housing would more than help me with my beginning in my military career.

(Army, male, E-2, own, first assignment, rent/unfurnished, Schofield Barracks)

I don't think that the low rank enlisted should have to wait so long for housing. We don't make enough to afford a nice apartment. If the higher ranks make more money, let them wait longer for housing and give the lower ranks housing first.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Build guest houses on post and avoid the high cost of TLA and transportation. Hawaii became a major PCS station when Germany started narrowing forces. Too many soldiers were coming to Hawaii, and this command wasn't and isn't prepared to handle it. "Mission first, people always." Ignorance is still exercised here. Please, someone help this command wake up.

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I feel that the wait for housing for junior enlisted soldiers is unbelievable. I have been a military dependent all my life, and I have never seen such awful housing in my life. Junior enlisted soldiers are the ones who can least afford to live off base and yet their waiting list is the longest. The staff at the Housing Office was not friendly or helpful. We had to wait three hours before we were even seen.

(Army, female, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Majority of answers were based on experience in our attempts to find housing. As a supervisor of soldiers, I have been very upset with the lack of housing for my soldiers who are E-3 or below and have family. We have soldiers in housing that I know can afford off-post housing, yet live

on post, and then say "we are concerned about our E-3 and below lack of post housing." How hypocritical can we get? Additionally, when will TAMC get new barracks for our medical/single and geographically single soldiers? We have noticed new barracks on Ft. Shafter. Current barracks is old, slummish, and not enough.

(Army, male, E-7, TAMC, first assignment, rent/unfurnished, Fort Shafter)

I think there should be more government housing available, especially for the lower enlisted. Being an E-3, it's very hard to make ends meet. I would be more comfortable in government housing, not having to worry about the rent. It seems that the military doesn't care about lower enlisted. I've heard some stories where an E-3 got into government housing, but had to throw a fit or tell some story, or just know the inside loops of getting in. I would like to know them loops! [sic] I feel I'm being punished for being a private. But, you know what they say: RHIP (Rank has its privileges.). If it's not possible for more government housing, then we at least deserve more VHA and BAQ.

(Army, female, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I think that housing is not given quick enough. We have a baby on the way, and we live in a very small one-bedroom apartment. We shouldn't have to worry about where our baby will sleep when it arrives. By the time we are supposed to have housing, we would have lived here for 16 months. Every time we are told an approximate time for housing, it keeps being pushed back month after month. I also don't think that officers should get better or quicker housing than anyone else. Just because they have the money to go to college, and we have to enlist because we don't, doesn't mean they are any better or deserve better. The list should be on a first come, first served basis.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I think you need more housing for lower ranking people and couples that are new in the service and have more than one child. I don't have any kids and the way I am told here, I won't get housing for another year or so, and by then it will be time for us to leave. I think they need more housing or more HUD housing so families can afford to live here.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I feel that the people of higher ranks (sergeants and majors, etc.) should get military housing after some of the lower ranks have received military housing. The reason I feel the way I do is because the upper ranks make more and the lower ranks are barely paying the rent and other utilities.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Cost of living in Hawaii is high, and the lower enlisted soldiers, the ones who need the most assistance, must wait the longest for housing.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

As an officer, I feel the post housing should go to the lower enlisted. The high costs associated with duty in Hawaii has the greatest impact on them. It amazes me that the people who can afford housing the most (officers and senior NCO's) are generally the soldiers who get housing on-post. The soldier is what makes the military work--take care of the soldier!!!

(Army, male, O-1, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I believe the TLA program is exorbitant in cost to the government. I think the government needs to build or buy a few more Hale Koa-type places and force families to live there on TLA/or rebuild and expand guest house facilities on all the posts. I also believe the government assisted housing program needs to be broadened so that more families live in government controlled rent housing--possibly even build a high rise in Pearl City for military families. Giving BAQ/VHA in this area is much more expensive than providing housing in the long run.

(Army, male, O-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I feel there should be priority on Housing Waiting List for dual military families. It's very difficult for both soldiers to PCS with a small child and worry about finding adequate child care and safe, adequate housing while both service members are trying to in process and serve in their new military units! It's difficult to find time off for both service members to jointly search for adequate housing--housing on the Housing Referral Lists proved to be outdated, inadequate, "primitive," or over priced. VHA rates should be increased for ranks E-1 through E-5 to ensure soldiers are living in the best quality housing! Many of my subordinates rank E-3 and below are married with a child and living in studio apartments! Poor housing and high cost of living definitely affect job performance and overall attitude of soldiers.

(Army, female, E-5, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Military housing for first timers on island economy is too high for an E-3 with bills and a family to live on. Out-in-town civilian housing is poorly built and maintained.

(Army, male, E-3, own, first assignment, rent/unfurnished, Schofield Barracks)

I believe that the way on-post housing is given is not fair. A young PVT with a couple of kids has to get civilian housing while married NCO's with no children get housing right away. I believe this does not help younger soldiers with families very much. I see so many of them just barely getting by. I think the system here needs to take better care of the junior enlisted.

(Army, female, E-4, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

I think it would be nice if the lower ranked soldiers got housing first; things are so costly here. It would be a great financial relief.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Housing should not be based on rank. I have been waiting 10 months for on-base housing and still have not been offered housing, yet I work with an E-5 who was offered housing and moved on base after 2 weeks. It's not as if our situations are different, the only difference being rank.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

I think that more housing should be available to E-3 and below because of the high cost of living in the state of Hawaii. I also was turned down on a priority housing request that took a month to get a negative response. I was told it would take seven to 10 working days to process and for me to receive a response by the housing office. Since I have been on the housing waiting list since April 1992, I have been left now choice but to send my wife and two children home because I can't afford to live out in town anymore.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished Kaneohe)

Other

Definitely need more housing for military personnel in Hawaii. Civilian housing costs too much. Cannot do our military job better if we cannot afford to live here. The housing here sucks.

(Army, male, E-7, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

Provide more money for VHA in Hawaii. Provide more staff that is knowledgeable and caring not treating us like a number! Provide staff that listens to problems and advises us what avenues we may/may not have. We found most information through doing our own homework and countless hours "on hold being transferred or waiting in housing office." That precious time would have been spent on job searches. Created quite a problem as far as time management!

(Army, male, O-5, Camp Smith, blank, own, Fort Shafter)

RECOMMENDATION: Coming from remote unaccompanied should receive 14 months credit on housing list. Coming from remote accompanied should also receive 14 months credit on housing list. Twelve months at least should be credited. After all, it is a remote tour by military standards and that should be worth something significant. Thank you very much for listening. Please make these changes for the next guy/gal.

(Air Force, male, O-4, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

More rentals that allow pets. We had to give away our pet before we left last duty station. Think consolidated housing is a very bad idea. Feel Air Force housing is far and away the best and that the Air Force should run housing on their own. Consolidated rule of the live-where-you-work policy should be abolished.

(Air Force, male, E-7, Wheeler Army AF, rent/unfurnished, Hickam AFB)

At Hickam all categories of personnel seem to get on-base housing within 60 days except field grade officers. Their wait is around 12 months (1/3 of a normal Hawaii assignment). Seems the waiting time could be made more equitable. Perhaps additional housing needs to be designated for field grade to even out the waiting time.

(Air Force, male, O-5, Hickam AFB, first assignment, rent/unfurnished, Kaneohe Bay)

Either lower the rent or raise the BAQ/VHA.

(Marine Corps, male, E-3, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

More quality and spacious on-base/military housing is desperately needed in Hawaii. Increased housing allowances needed to compensate to get adequate comparable housing to mainland standards, size, and quality.

(Marine Corps, male, O-5, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

A suggestion for improvement would be appointment times based on task to be performed. On one occasion, I had to wait over one hour just to turn in a lease to a counselor who took two minutes when he saw me. This could have been handled by the receptionist and saved a lot of time.

(Marine Corps, male, O-2, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

No household goods storage fees should be charged to service members on housing list until quarters have been turned down! Permanent/free storage of household goods offered to families

in government quarters should also be offered to families living on economy. It is unfair to offer free storage for excess household goods to a select group of already privileged members.

(Navy, female, O-3, Camp Smith, rent/furnished, Pearl Harbor)

Why not mix up service housing, having all the branches mingle? Surely this would promote better camaraderie.

(Navy, female, E-6, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

The housing office was helpful when procuring civilian housing. However, if some of the following problems were resolved with the military housing system, I (and many others) would prefer to live on base because of the exorbitant cost of living in Hawaii. (1) After visiting Army and Air Force installations in Hawaii, I wish that we had the opportunity to bid for ANY military housing units on the island. In the future, it would be better for Navy morale if the housing units for ALL branches were more comparable. (2) I will grant that officers should be given due respect for rank in regard to their housing, but the gross disparity between their options and those of lower enlisted (E-6 and below) is appalling! I have visited a number of military installations and Pearl Harbor Naval enlisted housing is the ONLY area that I have seen that is in such a state of disrepair, (i.e., screens bent or missing, window louvers cracked or missing, paint peeling, etc.). While the officer housing are not exactly palatial estates, they are by in large well maintained, better located, freshly painted, clean, etc. On the other hand, the lower enlisted are forced to choose between expensive civilian housing or what are essentially sub-standard base slums. (3) Iroquois Point is the housing area that we are considering. However, my primary concern is its location/transportation in relation to work. It would be far more convenient for many working at Pearl Harbor and Ford Island if the boats to and from Iroquois Point would run more frequently and for longer hours (for shift workers). (4) Although this is not a major gripe and not a deciding factor in selecting base housing, I don't understand why the housing interiors are painted a dinghy shade of yellow! I can't believe that yellow paint is any cheaper than white/off-white, which would be much brighter and go with any decor. While we're on the subject . . . who selects the tacky colors for the exteriors??

(Navy, male, E-5, own, first assignment, rent/unfurnished, Pearl Harbor)

Maintain an up-to-date apartment/housing list with available housing/apartments. Provide transportation to and from a person's command, i.e., shuttle service if possible. Provide a list/location of all available yard care rental equipment buildings (lawn mowers/bug sprays/grass seeds, etc.). Provide a copy of location/directions to pick up car shipment and household goods offices.

(Navy, male, E-6, own, first assignment, rent/unfurnished, Pearl Harbor)

Current policy for soldiers to live where they work needs to change as soldiers could live in AMR, Shafter, etc. The quality of living for officers should be the same for enlisted.

(Army, male, E-7, Schofield Barracks, rent/unfurnished, Schofield Barracks)

We have two families living in one house because of the high cost of living! Running back and forth to work two times (on the average) makes it really expensive. There needs to be more military housing.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

It's too bad the Army does not have the ability to take care of its junior grade soldiers like it does officers.

(Army, male, E-8, Schofield Barracks, first assignment, Rent/unfurnished, Schofield Barracks)

The military should concern itself more with the living conditions of servicemen and their families. Housing allowance and COLA does not kick in fast enough and personally we've gone broke just trying to pay an outrageous rent. We do plan on taking on-base housing when our lease is up just because the VHA and housing allowance is just not enough for us to live.

(Army, male, O-2, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

It is very difficult to understand why there is such a problem with housing in Hawaii. If there are not enough units then why not build more? Why should military families wait one and a half or 2 years to move into government quarters? This is just another example of the Department of Defense's apathetic attitude towards the military family.

(Army, male, O-2, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Provide child care for transitioning families--especially incoming.

(Army, male, E-8, first assignment, other, Schofield Barracks)

Also, it would help to be told you can chose which housing lists you would like to be placed on. If others knew there were choices, they may try to get housing they feel good about and is convenient to work for both spouses.

(Army, male, E-6, first assignment, rent/unfurnished, Schofield Barracks)

Work hand-in-hand with the finance office to ease the financial problems faced with moving to Hawaii--mainly waiting 6 months for reimbursement of TLA taken out of check but not given on entitlements. Packets (housing) should be sent to incoming soldiers and families with their official orders--so that they come with additional cash on hand, so as not to get into additional indebtedness. Information on the cost of civilian housing should be made more available on the mainland. Sponsors should be more informative to those they sponsor prior to arrival (e.g., housing cost, availability, and cost of living). A course for sponsors should be developed.

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

(1) You need a larger waiting area. Soldiers should be told prior to leaving HRO for TLA appointment to stop at desk and make appointment on 10th day return, to move people sitting around for one half day waiting to settle TLA. (2) The housing list is not updated as units are leased out. When I reported to staff at HRO, they stated it's not their responsibility, tell the people at Catlin Park. (3) Receptionists rotate on the front desk. Keep those women who have their period off the desk. They are very rude and acted as if we were bothering them, especially the fat black lady. (She still works there.) (4) Your work flow needs to be reviewed and you need more people to meet workload. You have a bottle-necked operation.

(Army, male, E-8, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Housing should not be segregated by branch of service or duty location. If given a chance, I would live at Hickam AFB or Iroquois Point.

(Army, male, E-7, other, first assignment, rent/unfurnished, Schofield Barracks)

Appendix F
Satisfied

Satisfied

Table F-1 presents summary information of the response frequencies of the comments by those personnel who are satisfied with their circumstances tabulated according to the processing Housing Office.

Table F-1

Satisfied Comments Frequencies

| Housing Office | Response Frequency |
|--------------------|--------------------|
| Barbers Point | 0 |
| Fort Shafter | 2 |
| Hickam AFB | 2 |
| Kaneohe Bay | 2 |
| Pearl Harbor | 0 |
| Schofield Barracks | 3 |
| Blank | 2 |
| Total | 11 |

Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, rank, whether it is the respondent's first assignment in Hawaii, do they rent or own/furnished or unfurnished, whether the housing is government leased, and which Housing Office was used.

The space offered in our on-base quarters we are appreciative of after living in such a small and confining off-base residence for a great deal of money.

(Air Force, O-5, Hickam AFB, first assignment, blank, blank)

The CHRRS office is an excellent service. The people were very helpful very courteous and very useful. I encourage soldiers to use them. The reason we do not want housing is mainly because my husband and I are both active duty military and VHA COLA BAQ basically covers all our bills except for gasoline (transportation).

(Army, female, E-7, Tripler Army Medical Center, first assignment, rent/unfurnished, Fort Shafter)

We stayed at the Plaza Hotel on arrival. Their staff was very helpful, and they gave TLA meal certificates and made it as easy as possible for military families. We highly recommend them. They are very courteous and really appreciate the business.

(Navy, male, E-5, Pearl Harbor, blank, rent/unfurnished, Fort Shafter)

Initially, the "customer service" at Hickam AFB Consolidated Housing was hostile, defensive, and unhelpful (September 1992). However, we were contacted by a new manager in July 1993, who made it apparent to me she was working to get us on base. She was reviewing her printouts and saw our one-year lease was set to expire. She offered us the type quarters we signed up for, and we were delighted with them. Not only are they larger than what we paid \$1450 for each month on the economy, but they are well-built and well-maintained. We are really happy with the "new" house—my first time on base ever.

(Air Force, female, O-4, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

I have been living in the same residence for eight years. My landlord and I work together to keep the rent down. This apartment could easily be rented for \$1500 - \$1700 a month. If I had to move, I would be in a smaller unit or with roommates at the same \$900 amount or higher.

(Air Force, male, E-7, Hickam AFB, first assignment, rent/unfurnished, Hickam AFB)

We live in the new housing (802). That is why our housing is satisfactory. The other housing on this base for the most part is extremely poor.

(Marine Corps, male, E-6, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

If you're lucky, and we were, you can find affordable, acceptable rental property here in Hawaii. The service member must not get in a hurry, use some shop-around tactics. My wife and I looked at many dwellings before finding one that fulfilled all our necessities. I also believe that there should be some special consideration for transferring married junior enlisted to Hawaii. It's tough enough for SNCO's and junior officers to make it on this economy, but these junior enlistees have to accept cheap, sub-standard dwellings in order to eat. This segment of the service members have the least available amounts of on-base housing.

(Marine Corps, male, W-2, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

We were happy with our off-base housing. It was a new complex and in a pretty good neighborhood.

(Navy, male, E-6, other, first assignment, rent/unfurnished, own, blank)

I am overall happy with our civilian residence. I do believe it should be possible for junior enlisted to obtain on-post housing sooner for the main reason that it is extremely hard to live on the economy, especially when finance messes up your check.

(Air Force, male, O-5, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

I am pleased with the courteous service that I have received, particularly from a lady at the Schofield Housing Office. Several others from various offices have also been pleasant to deal with; however, courteous treatment notwithstanding, I have continuing concerns, and am still upset, about the Wheeler housing policy and the inconsistencies between the Army and Air Force policies.

(Air Force, male, O-5, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

Since our arrival in Hawaii, housing has been above the normal standards to me. I appreciate the extra things they have done and those things they probably didn't have to but did! We are quite satisfied and wish more bases were like this on Schofield.

(Army, Female, E-6, other, first assignment, rent/unfurnished, Schofield Barracks)

Appendix G
Survey

Survey

Table G-1 presents summary information of the response frequencies of the comments on the survey tabulated according to the processing Housing Office.

Table G-1

Survey Comments Frequencies

| Housing Office | Response Frequency |
|--------------------|--------------------|
| Barbers Point | 1 |
| Fort Shafter | 3 |
| Hickam AFB | 0 |
| Kaneohe Bay | 2 |
| Pearl Harbor | 2 |
| Schofield Barracks | 2 |
| Blank | 0 |
| Total | 10 |

Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, rank, whether it is the respondent's first assignment in Hawaii, do they rent or own/furnished or unfurnished, whether the housing is government leased, and which Housing Office was used.

Positive Comments

Very good survey question.

(Navy, male, E-6, Pearl Harbor, first assignment, rent/unfurnished, Fort Shafter)

Thank you for sending us this survey. I hope that these surveys make some positive changes. I feel that in areas where the cost of living is so high that there should be more housing available for privates. Thanks.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Negative Comments

Survey too long, poorly designed.

(Army, male, O-4, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

Too long.

(Navy, male, E-5, Barbers Point, first assignment, rent/unfurnished, Barbers Point)

Survey like this are too long, and therefore, probably don't get many accurate responses.

(Army, male, O-4, Tripler Army Medical Center, first assignment, rent/unfurnished, Fort Shafter)

This survey is a bit long. How about a "does not apply" to an entire section instead of answering every question.

(Navy, male, O-4, Kaneohe Bay, first assignment, Own, Kaneohe Bay)

This questionnaire was a bit long.

(Navy, male, O-4, Pearl Harbor, first assignment, rent/unfurnished, Pearl Harbor)

We live off base, but we do not pay rent, light, or water. So most of this survey was hard to understand.

(Navy, male, E-4, Barbers Point, not first assignment, government leased, Pearl Harbor)

This survey is way too long.

(Army, male, W-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield)

I have been surveyed to death! Unfortunately the rate of survey mailings seems to increase each year. Some of you Ph.D.-prepared analysts should study the effect on morale of too many surveys and too little action taken to reconcile identified problems! But then, that would perpetuate the scam. Come on fellows, let's stop studying ourselves and get down to fixing trouble spots.

(Marine Corps, male, O-4, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

Appendix H
Miscellaneous

Miscellaneous

Table H-1 presents summary information of the response frequencies of miscellaneous comments tabulated according to the processing Housing Office.

Table H-1

Miscellaneous Comments Frequencies

| Housing Office | Response Frequency |
|--------------------|--------------------|
| Barbers Point | 0 |
| Fort Shafter | 5 |
| Hickam AFB | 0 |
| Kaneohe Bay | 2 |
| Pearl Harbor | 1 |
| Schofield Barracks | 4 |
| Blank | 0 |
| Total | 12 |

Comments: Each comment is followed by a description of the source of the comment. For example: the branch of service, gender, rank, whether it is the respondent's first assignment in Hawaii, do they rent or own/furnished or unfurnished, whether the housing is government leased, and which Housing Office was used.

We were forced to send our daughter back to CONUS because of gang-related threats made to her in the Salt Lake area. Police were contacted, and we never heard from them nor did anyone contact us to follow up on this situation.

(Army, male, E-9, Fort Shafter, first assignment, rent/unfurnished, Fort Shafter)

Our housing problems are too extensive and at length to explain on paper.

(Army, male, E-4, Fort Shafter, first assignment, government leased, Fort Shafter)

Would still like to have ready access to on-post facilities and would like for hours to be extended. Living off-post prevents children from using rec center and other facilities unless someone (me) drives them. After duty, it is too late (work a 12-hour shift). Would like more recreation (on-post). Visiting the tourist spots is very expensive. (Went to Hale Koa to the beach, and it cost \$8.00 per hour for a beach umbrella!) Would appreciate ways to cut costs. I am Army personnel, but I use Navy Exchange, Commissary, etc. 85% of the time. Housing area in Navy (Pearl Harbor) and Air Force (Hickam) bases are more desirable than Army (Tripler, Ft. Shafter). Army housing reminds me of projects in big mainland cities.

(Army, female, O-2, Tripler Army Medical Center, first assignment, rent/unfurnished, Fort Shafter)

Please do something about children and divorce situations and alternate family life situations. DO NOT FORCE PEOPLE TO GET MARRIED!

(Army, male, E-7, Schofield Barracks, first assignment, rent/unfurnished, Fort Shafter)

Spousal employment is very difficult to obtain. As a spouse of a service member, while seeking employment, I've been told that my military experience is inadequate and that I am not a local, while on the mainland I've got more than adequate experience.

(Army, female, O-1, Tripler Army Medical Center, first assignment, rent/unfurnished, Fort Shafter)

The military doesn't care how the enlisted live or get by. We're cannon fodder for pampered politicians who will never come close to the conditions we face daily. Your intentions to improve our lot are admirable, but let's face it: the politicians will never let it happen. Unless, of course, you're gay.

(Marine Corps, male, E-6, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

(1) No one asked about the movers. (2) No one asked about how claims are done in a timely manner. (3) No one asked about whether the service member wants more insurance from the movers.

(Marine Corps, male, E-6, Kaneohe Bay, first assignment, rent/unfurnished, Kaneohe Bay)

As far as buying a car: it is not worth it because you are paying more than \$3,000 more (usually) than you would on the mainland. However, if the military would give us a car allowance, work and housing would be more sensible. For example, I work in Wahianna [?], travel to Schofield, Luilei Magazine, Pearl Harbor. There I used up a lot of gas, and they took away government vehicles to cut costs but gave me more expenses. We cannot get insurance for our house because of Hurricane Inki in September 1992. Therefore, if we have a disaster, we lose.

(Navy, male, E-5, other, first assignment, rent/unfurnished, Pearl Harbor)

I arrived here a master sergeant from sergeant major academy at Ft. Bliss, Texas without sponsorship. This didn't bother me as much as when I got to see the division sergeant major, the comment was, "Sayama, I don't know what the heck you're doing here; we didn't know you were coming; but you are going to stay!" At the time, I had 20 years in the Army and up'til then did I ever get confronted with such comments, I felt unwanted and let down. [sic] I don't want to see such negative approaches to younger, future leaders in the Army.

(Army, male, E-9, Wheeler Army AF, first assignment, rent/unfurnished, Schofield Barracks)

HRO advised us upon arrival "no housing in Hawaii is considered unsuitable for military families." We feel Hawaii has a LOT of unsuitable housing. Does this mean we are accepting "unsuitable" housing. We've been here 4 years now.

(Army, male, E-8, Schofield Barracks, first assignment, own, Schofield Barracks)

I feel that Schofield Barracks has a problem with getting new soldiers set up properly. For example, my wife is an EFMP and when we arrived here they put us way down in Waikiki with no transportation or even a map of where Schofield Barracks was located. They supplied me with a ride to work and back for about a week; then I was on my own. Do you know how long

it takes on a city bus from Waikiki to Schofield Barracks? A hell of a long time. I was never given a sponsor. Why? I don't know. I think that the soldiers whose dependent is enrolled in the EFMP program and they are also on their orders should have on-base housing "the day they arrive." Car insurance in Hawaii for soldiers on active duty is ridiculous. I couldn't come close to getting insurance with my pay. My vehicle has been sitting in Hawaii for a year. These are only some of the problems my wife and I have had since day one. I think this should NOT be a first duty station for anyone under the rank of E-4.

(Army, male, E-3, Schofield Barracks, first assignment, rent/unfurnished, Schofield Barracks)

Strongly oppose putting young E-1 through E-4's in government-leased housing 20 miles away from their duty station (Schofield to Makaha).

(Army, male, E-8, Schofield Barracks, first assignment, own, Schofield Barracks)

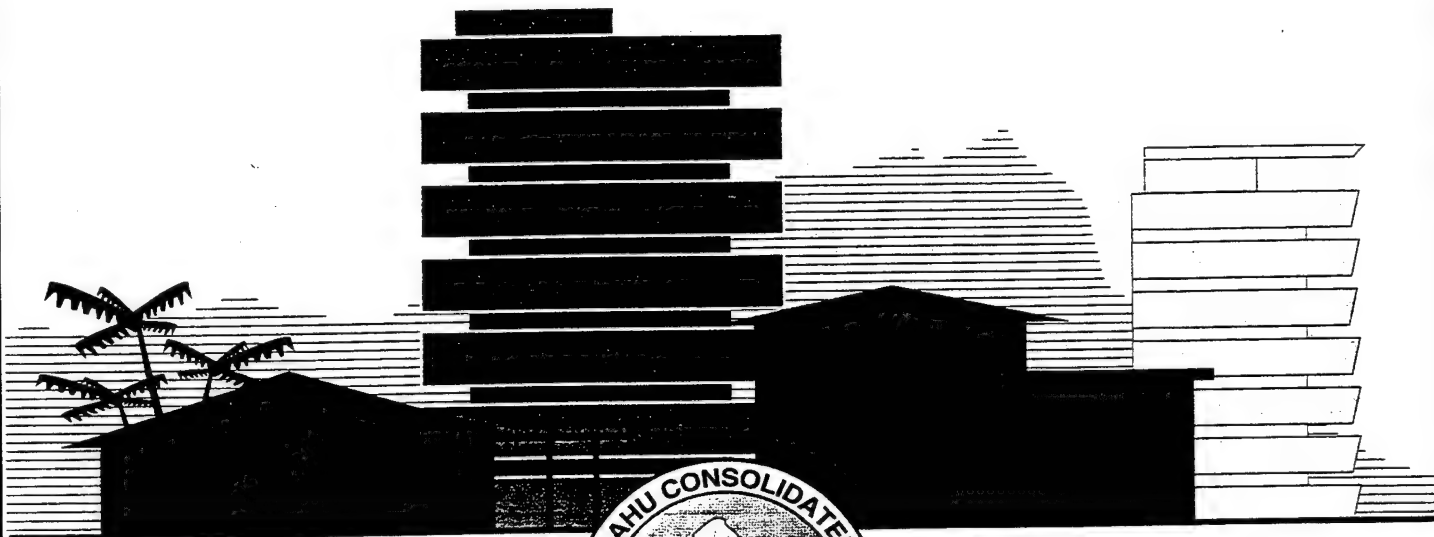
Appendix I
Acronyms Found in Report

Acronyms Found in Report

| | |
|----------------|--|
| AF | Air Force |
| AFB | Air Force Base |
| AMR | Ala Moana Reservation |
| BAQ | Basic Allowance for Quarters |
| BEQ | Bachelor Enlisted Quarters |
| CHRRS | Community Home Finding Referral and Relocation Service |
| COLA | Cost of Living Adjustment |
| CONUS | Continental United States |
| DAIG | Office of the Inspector General |
| HHG | Household Goods |
| HO | Housing Office |
| HRO | Housing Referral Office |
| HUD | Housing and Urban Development |
| KMCAS | Kaneohe Marine Corps Air Station |
| LES | Leave and Earnings Statement |
| LPO | Leading Petty Officer |
| LTCOL | Lieutenant Colonel |
| MCAS | Marine Corps Air Station |
| MP | Military Police |
| NAVPERSRANDCEN | Navy Personnel Research and Development Center |
| NCO | Non-Commissioned Officer |
| NCOIC | Non-Commissioned Officer in Charge |
| OCFH(P) | Oahu Consolidated Family Housing (Provisional) |
| OUTCONUS | Out of Continental United States |
| PCA | Permanent Change of Assignment |
| PCS | Permanent Change of Station |
| POV | Privately Owned Vehicle |
| PSD | Personnel Support Detachment |
| PVT | Private |
| RHIP | Rank Has Its Privileges |
| SNCO | Staff/Senior Non-Commissioned Officer |
| SPC | Specialist |
| SPSS-X | Statistical Package for the Social Sciences |
| TAMC | Tripler Army Medical Center |
| TAP | Transportation Assistance Program |
| TLA | Temporary Lodging Allowance |
| VHA | Variable Housing Allowance |

Appendix J
Survey of Military Families Residing Off Base,
Hawaii 1993

SURVEY OF MILITARY FAMILIES RESIDING OFF BASE HAWAII 1993



SPONSORED BY
OAHU CONSOLIDATED FAMILY HOUSING
(PROVISIONAL)



Approved for public release; distribution unlimited.

This survey is concerned with how you feel about your civilian housing and about how well you are being served by the Oahu Consolidated Family Housing (Provisional) staff and those of related agencies. Your satisfaction is very important to us, and to improve our services to you, we need your opinions and comments. Please answer each question as carefully and frankly as possible. And thank you for assisting us in our quality improvement efforts.

Privacy Act Statement

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purposes and uses to be made of the information collected. The Navy Personnel Research and Development Center may collect the information requested under the authority of 5 United States Code 301.

The information collected with this questionnaire will be used to evaluate existing and proposed services, procedures, and programs relating to housing.

Providing information in this form is completely voluntary. The information you choose to provide will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except possible lack of representation in survey results.



- * USE NO. 2 PENCIL ONLY
- * Please DO NOT use ink, ballpoint, or felt tip pens.
- * Erase cleanly and completely any changes you make.
- * Make black marks that fill the circle.
- * Do not make stray marks on the form.

CORRECT MARK: ●
INCORRECT MARK: ○ ⊗ ⊖ ⊕

EXAMPLE

1. What is your favorite color?

| | | | |
|-----------------------|-----------------------|----------------------------------|-----------------------|
| Purple | Green | Blue | Red |
| <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

EXAMPLE

2. What is your gender?
- ☐ Male
- ☒ Female

- * Write the numbers in the boxes at the top of the block.
- * Fill in the corresponding circles below.

EXAMPLE

3. What is your time in service?

| Years | |
|----------------------------------|----------------------------------|
| 1 | 9 |
| 0 | 0 |
| <input checked="" type="radio"/> | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | <input checked="" type="radio"/> |

Who is answering this questionnaire?

- ☐ Service member
☐ Spouse
☐ Both service member and spouse

NOTE:

1. "Spouse" = civilian dependent spouse.
2. For dual military families:
"Service member" = higher ranking member
"Spouse" = lower ranking member

**SERVICE MEMBER PERSONAL
AND CAREER INFORMATION**

**NOTE: THIS INFORMATION REFERS TO THE
SERVICE MEMBER, OR THE SENIOR MILITARY
PERSON IN A DUAL MILITARY FAMILY**

1. What branch of the service are you in?

- ☐ Army
☐ Navy
☐ Air Force
☐ Marine Corps
☐ Coast Guard

2. What is your gender?

- ☐ Male
☐ Female

3. What is your pay grade?

- | | | |
|---------------------------|----------------------------|----------------------------|
| <input type="radio"/> E-1 | <input type="radio"/> W-1 | <input type="radio"/> O-1 |
| <input type="radio"/> E-2 | <input type="radio"/> W-2 | <input type="radio"/> O-2 |
| <input type="radio"/> E-3 | <input type="radio"/> W-3 | <input type="radio"/> O-3 |
| <input type="radio"/> E-4 | <input type="radio"/> W-4 | <input type="radio"/> O-4 |
| <input type="radio"/> E-5 | <input type="radio"/> W-5 | <input type="radio"/> O-5 |
| <input type="radio"/> E-6 | | <input type="radio"/> O-6 |
| <input type="radio"/> E-7 | | <input type="radio"/> O-7 |
| <input type="radio"/> E-8 | <input type="radio"/> O-1E | <input type="radio"/> O-8 |
| <input type="radio"/> E-9 | <input type="radio"/> O-2E | <input type="radio"/> O-9 |
| | <input type="radio"/> O-3E | <input type="radio"/> O-10 |

4. What is your time in service?

- ☐ Less than 1 year

| Years | |
|-------|---|
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |

5. What is your current work site?

- ☐ Naval Base Pearl Harbor
☐ Fort Shafter
☐ Schofield Barracks
☐ Kaneohe Bay
☐ Barbers Point
☐ Hickam Air Force Base
☐ Wheeler Army Air Field
☐ Bellows Air Force Station
☐ TAMC
☐ Camp Smith
☐ Other

6. At what rate do you receive your housing allowances?

- ☐ Do not receive housing allowances
☐ At the WITH dependents rate
☐ At the WITHOUT dependents rate

7. What was your TOTAL FAMILY INCOME before taxes and other deductions from all military and civilian sources during the last calendar month?

| Dollars | | | |
|---------|---|---|---|
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

8. What is your marital status?

- ☐ Never been married
☐ Married
☐ Separated, divorced
☐ Widowed

9. Is your spouse living with you?

- ☐ No spouse
☐ Yes
☐ No

10. Are any dependent children living with you?

- ☐ No child(ren)
☐ Yes
☐ No

11. Do you have other dependent relatives?

- ☐ Yes, living with me
☐ Yes, living elsewhere
☐ No

12. How many dependent family members (including your spouse) are living with you?

- ☐ None, no dependents
- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ Five
- ☐ Six
- ☐ Seven
- ☐ Eight
- ☐ Nine or more

13. Which of the following BEST describes why you are unaccompanied? (Choose only one answer.)

- ☐ Does not apply, I am accompanied
- ☐ Family members are not command sponsored
- ☐ Unable to find suitable civilian housing for family
- ☐ Can't afford to bring family over
- ☐ Family members were here, but returned early
- ☐ Legally separated or divorced before assignment in Hawaii
- ☐ Legally separated or divorced since assignment in Hawaii
- ☐ Preferred an unaccompanied tour
- ☐ Unable to afford suitable civilian housing for family
- ☐ Waiting for an opening in military family housing
- ☐ Career/job consideration of spouse
- ☐ Family members already settled in another location
- ☐ Insufficient time to settle affairs or make plans to travel together
- ☐ I am single
- ☐ Other

14. What is your spouse's primary employment situation?

- ☐ No spouse
- ☐ Military
- ☐ Civil Service
- ☐ Working part time - civilian job
- ☐ Working full time - civilian job
- ☐ Self-employed
- ☐ Unemployed by choice
- ☐ Unemployed, but actively job hunting
- ☐ Unemployed for other reasons (e.g., medical reasons)

15. Is this your first assignment in Hawaii?

- ☐ Yes
- ☐ No

16. When were you assigned a sponsor?

- ☐ Not applicable, wasn't assigned a sponsor
- ☐ Prior to departure from previous duty station
- ☐ After arrival in Hawaii

17. Did your sponsor provide information useful to you about housing?

- ☐ Not applicable, wasn't assigned a sponsor
- ☐ Yes, my sponsor provided accurate and useful housing information
- ☐ No, my sponsor provided information but it was not accurate or useful
- ☐ No, my sponsor provided no housing information at all

18. How long were you on the waiting list before your FIRST OFFER of on-base quarters?

- ☐ Haven't been offered
- ☐ Less than 1 month

| Months | |
|--------|---|
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |

19. Are you presently on a waiting list for military family housing?

- ☐ Does not apply (e.g., unaccompanied, living in government-leased quarters)
- ☐ Yes
- ☐ No

20. How long have you been on a waiting list?

- ☐ Does not apply
- ☐ Less than 1 month

| Months | |
|--------|---|
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |

21. If you were offered on-base family housing **RIGHT NOW**, would you accept it?

- ☐ Does not apply (not eligible, not on list)
- ☐ Yes, definitely
- ☐ Yes, probably
- ☐ No, cannot break my lease
- ☐ No, do not want to live in military housing

22. Have you been offered on-base quarters?

- ☐ Yes
- ☐ No

23. Do you plan to move on base?

- ☐ Yes
- ☐ No

24. Regarding your current period of **CONTINUOUS** time in Hawaii, when did you arrive?

- ☐ Before Oct 83
- ☐ Oct 83 - Sep 85
- ☐ Oct 85 - Sep 87
- ☐ Oct 87 - Sep 89
- ☐ Oct 89 - Sep 91
- ☐ Oct 91 - Jan 92
- ☐ Since Feb 92

25. Regarding your current period of **CONTINUOUS** time in Hawaii, have you ever lived in on-base government housing?

- ☐ No
- ☐ Yes, for less than six months
- ☐ Yes, for 6 to less than 12 months
- ☐ Yes, for 12 to less than 18 months
- ☐ Yes, for 18 to less than 24 months
- ☐ Yes, for 24 months or more

CIVILIAN HOUSING

YOUR HOME

26. Do you rent or own your current civilian residence?

- ☐ Rent or lease unfurnished residence
- ☐ Rent or lease furnished residence
- ☐ Own
- ☐ Live in government-leased quarters

27. How many bedrooms do you have in your present civilian residence?

- ☐ Studio (no separate bedroom)
- ☐ One bedroom
- ☐ Two bedrooms
- ☐ Three bedrooms
- ☐ Four bedrooms
- ☐ Five or more bedrooms

28. In what style civilian housing are you currently living?

- ☐ Single family, detached
- ☐ Duplex, multi-plex
- ☐ Townhouse or condominium
- ☐ Apartment building (walk up)
- ☐ Apartment building (elevator)
- ☐ Other

29. Are you currently living in a security building (e.g., locked front door, security guard)?

- ☐ Does not apply
- ☐ Yes
- ☐ No

30. Do you feel safe in your present civilian residence (e.g., from burglars or vandals)?

- ☐ Yes
- ☐ No

31. Has **YOUR** present civilian housing residence been burglarized or vandalized since you've been living there?

- ☐ Yes
- ☐ No

32. Has your car or other motor vehicle been stolen or vandalized in Hawaii?

- ☐ Yes
- ☐ No

33. What is your 5-digit zip code?

(Remember: although we sent this survey to your home, this is an anonymous survey. Therefore, please indicate your zip code.)

| Zip Code | | | | |
|----------|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 | 9 |

34. What were the THREE most important factors to you when you decided in which civilian neighborhood you would live?

(Please choose ONLY three.)

- a. Cost to purchase, rent, or lease
- b. Quality of housing
- c. Size of residence
- d. Quality of nearby schools
- e. Convenience to duty station
- f. Convenience to spouse's job
- g. Appearance of residences and neighborhood
- h. Security of neighborhood
- i. Getting away from congestion (e.g., crowds, traffic)
- j. Assigned to government-leased housing
- k. Other

| | Most Important | 2nd Most Important | 3rd Most Important |
|----|-----------------------|-----------------------|-----------------------|
| a. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| g. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| h. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| i. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| j. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| k. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

35. Which statement BEST describes the neighborhood where you are presently living?

- ☐ Mostly military families
- ☐ Both military and non-military families
- ☐ Few or no other military families

36. Approximately how many miles is your residence located from your duty station?

| Miles | |
|-------|---|
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |

37. Approximately how many miles is your residence located from your spouse's work?

- ☐ Does not apply (e.g., no spouse, or spouse doesn't work)

| Miles | |
|-------|---|
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |

38. Approximately how long does it normally take you to commute from your residence to work?

| Minutes | |
|---------|---|
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |

39. Approximately how long does it normally take your spouse to commute from your residence to work?

- ☐ Does not apply (e.g., no spouse, or spouse doesn't work)

| Minutes | |
|---------|---|
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |

40. Is transportation from your residence to post or base facilities a problem for your family members?

- ☐ Does not apply (e.g., unaccompanied)
- ☐ Yes, a major problem
- ☐ Yes, a minor problem
- ☐ No, not a problem

41. Which best describes YOUR usual transportation arrangements to work?

- ☐ Usually drive myself
- ☐ Usually ride with friends, neighbors, or carpools
- ☐ Usually take the bus or taxi
- ☐ Usually ride with spouse
- ☐ Usually ride the military shuttle bus
- ☐ Usually walk
- ☐ Usually ride a bicycle

42. Which best describes your SPOUSE'S usual transportation arrangements to work?

- ☐ Does not apply (e.g., no spouse, unaccompanied, spouse doesn't work)
- ☐ Usually drives self
- ☐ Usually rides with friends, neighbors, or carpools
- ☐ Usually takes the bus or taxi
- ☐ Usually rides with me
- ☐ Usually rides the military shuttle bus
- ☐ Usually walks
- ☐ Usually rides a bicycle

43. Which best describes YOUR usual transportation arrangements for personal business?

- ☐ Usually drive myself
- ☐ Usually ride with friends, neighbors, or carpools
- ☐ Usually take the bus or taxi
- ☐ Usually ride with spouse
- ☐ Usually ride the military shuttle bus
- ☐ Usually walk
- ☐ Usually ride a bicycle

44. Which best describes your SPOUSE'S usual transportation arrangements for personal business?

- ☐ Does not apply (e.g., no spouse, unaccompanied)
- ☐ Usually drives self
- ☐ Usually rides with friends, neighbors, or carpools
- ☐ Usually takes the bus or taxi
- ☐ Usually rides with me
- ☐ Usually rides the military shuttle bus
- ☐ Usually walks
- ☐ Usually rides a bicycle

45. What are your TOP THREE reasons for living off-base/post?

- a. Accompanied, but not eligible for military family housing
- b. Unaccompanied, but no barracks available when I arrived
- c. No military family housing available when I/we arrived
- d. Too long to wait for military family housing
- e. Buying as an investment/for the tax advantage/for retirement
- f. To get away from noise (e.g., children, PT exercises)
- g. To live in a more secure residence
- h. For greater privacy
- i. To get away from the military atmosphere during off-duty time
- j. Location of military housing is inconvenient
- k. Poor quality of military family housing
- l. Assigned to government leased-housing
- m. Other

| | First Reason | Second Reason | Third Reason |
|-----------|-----------------------|-----------------------|-----------------------|
| le | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| derived | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| available | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| the | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| vidence | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| y | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| / | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| sed- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

46. Are you sharing your present civilian residence with persons OTHER THAN authorized dependents?

- ☐ Yes
- ☐ No (skip to question 48)

47. If you ARE SHARING your present residence, how many roommates do you have?

- ☐ Does not apply (not sharing)
☐ One
☐ Two
☐ Three
☐ Four
☐ Five or more

48. Do you live in civilian housing leased by the government?

- ☐ Yes
- ☐ No (skip to question 50)

49. If yes, where do you live?

- ☐ Tropicana West ((Waipahu)
☐ Makaha Valley Plantations
☐ Other

FINDING HOUSING

50. How did you find your present rental unit (or the home you are purchasing) in Hawaii?

- ☐ Through the Community Home Finding Referral and Relocation Service (CHRRS) Office at Catlin Park
- ☐ Through a friend or co-worker
- ☐ Through my sponsor
- ☐ Through the newspaper
- ☐ Through rental listings
- ☐ Through home-finding publications
- ☐ Through a realtor
- ☐ Other

51. Through which Housing Office (HO) did you process?

- ☐ None
- ☐ Fort Shafter
- ☐ Schofield
- ☐ Barbers Point
- ☐ Pearl Harbor
- ☐ Hickam
- ☐ Kaneohe
- ☐ Other

52. If you did NOT use the services of the HO or CHRRS to obtain your current housing, which of the following best describes why:

- ☐ Does not apply (i.e., used the HO/CHRRS)
- ☐ Preferred to use a realtor/agent
- ☐ Didn't feel the HO/CHRRS would help
- ☐ Didn't need HO/CHRRS help (e.g., friends in the area, good sponsor support, etc.)
- ☐ Housing listed with the HO/CHRRS was more expensive than that in the newspaper
- ☐ Housing listed with the HO/CHRRS was not suitable or was of poor quality
- ☐ Housing listed with the HO/CHRRS was in undesirable locations
- ☐ HO/CHRRS listings were out-of-date
- ☐ Did not know about HO/CHRRS services
- ☐ Planned to buy, not rent or lease
- ☐ Other

53. How SATISFIED or DISSATISFIED are you with the civilian housing units on the Housing Office list?

- ☐ Does not apply, didn't use HO or CHRRS (skip to question 55)

- a. Number of housing units
- b. Accuracy of information about the housing units
- c. Size of the listed units
- d. Range of rental costs
- e. Distance between my duty station and the units listed
- f. Distance between my spouse's work and the units
- g. Quality of the units listed (e.g., how well built)
- h. Cleanliness of the units
- i. Outside appearance
- j. Security in the neighborhoods of the units listed

| Does Not Apply | Very Dissatisfied | Neither Dissatisfied Nor Satisfied | Satisfied | Very Satisfied |
|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

54. How helpful was your Housing Office in providing the following services?

- a. Help with understanding the local housing market
- b. Transportation to look at housing units
- c. Dealing with the landlord
- d. Reviewing the lease
- e. Help with the utility companies
- f. Overall help finding housing

| Did Not Know Service Available | Not Provided By The HO | Do Not Use Service | Somewhat Helpful | Very Helpful |
|--------------------------------|------------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

55. When you were looking for civilian housing, which form of transportation did you use most often?

- ☐ Own car
- ☐ Sponsor provided transportation
- ☐ Rented a car
- ☐ Used public transportation (e.g., buses, taxis)
- ☐ Realtor provided transportation
- ☐ Friend/family member provided transportation
- ☐ Transportation Assistance Program (TAP)
- ☐ Other (none of the above)

56. How much of a problem was it for you to look for civilian housing without having your own car to use?

- ☐ Does not apply (had my own car)
- ☐ Major problem
- ☐ Minor problem
- ☐ No problem

57. How long did you receive a Temporary Lodging Allowance (TLA) when you arrived in Hawaii?

- ☐ Was not on TLA
- ☐ Less than 1 week
- ☐ 1 to 2 weeks
- ☐ 3 to 4 weeks
- ☐ 5 to 6 weeks
- ☐ 7 to 8 weeks
- ☐ 9 to 10 weeks
- ☐ 11 to 12 weeks
- ☐ 13 weeks or longer

58. Did you have problems with any of the following when you were trying to buy a civilian residence in Hawaii?

- a. Does not apply, did not try to buy
- b. Only able to qualify for VA or FHA loans
- c. Unable to qualify for any loan because of the high property value
- d. Unable to buy because of limits on VA or FHA loan amounts
- e. Difficulty qualifying because of low VA or FHA appraisals

| Yes | No |
|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> |

59. What BEST describes why you are NOT buying a residence in Hawaii? (Choose one.)

- ☐ Does not apply, I am buying
- ☐ Do not want to because of inflated prices
- ☐ Already own a home elsewhere
- ☐ Do not plan to stay on or return to Hawaii
- ☐ Do not want the responsibility of trying to sell it when I move
- ☐ Can't afford to buy here
- ☐ Poor quality of residences
- ☐ Feel I can get more value for my money outside of Hawaii
- ☐ Only a short time remaining in Hawaii
- ☐ Other

YOUR HOUSING EXPENSES

60. About how much is your MONTHLY rent (or mortgage payment)? (Give TOTAL amount if sharing.)

| Dollars | | | |
|---------|---|---|---|
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

61. Approximately how much was the DEPOSIT for your present civilian residence for each of the following?

ELECTRICITY

- ☐ Don't use or don't pay
- ☐ I used the military waiver

| Dollars | | | |
|---------|---|---|---|
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

GAS

- ☐ Don't use or don't pay
- ☐ I used the military waiver

| Dollars | | | |
|---------|---|---|---|
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

TELEPHONE

- ☐ Don't use or don't pay
- ☐ I used the military waiver

| Dollars | | | |
|---------|---|---|---|
| | | | |
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

WATER

- ☐ Don't use or don't pay
- ☐ I used the military waiver

| Dollars | | | |
|---------|---|---|---|
| | | | |
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

62. Approximately how much was the SECURITY deposit on your present civilian residence?

(Give TOTAL amount if sharing.)

- ☐ Does not apply (not renting/leasing)
- ☐ None required

| Dollars | | | |
|---------|---|---|---|
| | | | |
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

63. Approximately how much of your MONTHLY housing costs (e.g., rent, association fees, utilities) are NOT covered by your housing allowances (BAQ plus VHA)?

(Give TOTAL amount if sharing.)

- ☐ None, no out-of-pocket expenses

| Dollars | | | |
|---------|---|---|---|
| | | | |
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

64. Could you still AFFORD civilian housing if your allowances (BAQ and/or VHA) were taxed like income?

- ☐ Don't know
- ☐ Yes, with NO changes to my/our lifestyle
- ☐ Yes, but WITH changes to my/our lifestyle (e.g., spouse going to work, sharing expenses, etc.)
- ☐ No

FURNITURE AND APPLIANCES**65. Do you have enough space and the proper hook-ups inside your civilian residence to accommodate a full size washer and dryer?**

- ☐ Yes, room/hook-up for both
- ☐ Yes, but only for a washer
- ☐ Yes, but only for a dryer
- ☐ No, only for a small apartment sized "stacked" combination unit
- ☐ No, washer/dryer hookups are outside
- ☐ No, use laundromat or shared washer/dryer

66. Which BEST describes the appliances (not furniture) that you are currently using?

- ☐ All or mostly my own
- ☐ All or mostly government supplied
- ☐ All or mostly appliances that came with the residence

67. Which of the following government appliances are you using in your civilian housing?

(Choose ALL that apply.)

- ☐ Washer
- ☐ Dryer
- ☐ Refrigerator
- ☐ None; not available from the HO
- ☐ Washer not available from the HO
- ☐ Dryer not available from the HO
- ☐ Refrigerator not available from the HO

68. Were you told when you moved into your present civilian residence that you could get government appliances for the length of your tour?

- ☐ Yes
- ☐ No

CIVILIAN HOUSING AND FACILITIES

Strongly Agree
Agree
Neither Disagree Nor Agree
Disagree
Strongly Disagree
Does Not Apply Or Do Not Know

69. How much do you AGREE or DISAGREE with the following statements regarding the adequacy and general features of your home?

- a. The exterior appearance of our residence is satisfactory
- b. The appearance of our neighborhood is satisfactory
- c. Our residence provides for adequate privacy
- d. Our residence is large enough to meet our needs
- e. The master bedroom is large enough
- f. The other bedrooms are large enough
- g. We have enough bathrooms
- h. There is enough parking space to meet our needs
- i. Noise between housing units is NOT a problem
- j. Our residence is located close to my work
- k. Our residence is located close to my spouse's work
- l. Our residence is located close to our children's schools
- m. We have no problems with the plumbing in our residence
- n. Operation of the kitchen appliances is satisfactory
- o. Our residence is well constructed
- p. Our residence has a good floor plan
- q. Our hot water supply is adequate
- r. Our residence was clean when we moved in
- s. Our residence was in good repair when we moved in
- t. The kitchen does NOT need remodeling
- u. The bathroom does NOT need remodeling
- v. We have adequate kitchen space
- w. Overall, we are satisfied with MOST features of our residence (e.g., floor plans, appliances, etc.)

70. How much do you AGREE or DISAGREE with the following statements regarding the facilities in your housing area?

- a. Parks and playgrounds are adequate in our neighborhood, with recreational areas for children of all ages
- b. Our playgrounds are well maintained
- c. Our playgrounds are inspected often enough
- d. Our playgrounds are far enough from roads
- e. We have enough child care and family service facilities in this area
- f. We have enough all-ages recreational facilities available to and nearby us
- g. We have enough recreational facilities available for teenagers
- h. There are enough sidewalks in our housing area
- i. We have enough civilian community facilities (e.g., churches, stores, child care)
- j. Overall, we are satisfied with the facilities in our housing area (e.g., playgrounds, sidewalks, etc.)

MAINTENANCE ON RESIDENCE

71. How much do you AGREE or DISAGREE with the following statements?

- a. The landlord (or association/resident manager) is timely in response to our needs for routine repairs
- b. The landlord (or association/resident manager) is timely in response to our needs for emergency repairs
- c. The landlord (or association/resident manager) does routine preventive maintenance on the residence/building

| Strongly agree | Agree | Neither Disagree Nor Agree | Disagree | Strongly Disagree | Does Not Apply Or Don't Know |
|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|------------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

SAFETY AND SECURITY IN CIVILIAN RESIDENCE OR NEIGHBORHOOD

72. How much do you AGREE or DISAGREE with the following statements?

- a. There are enough patrols in our housing area
- b. Police response time in our neighborhood is adequate
- c. Security guards in our building/community are effective
- d. We feel that our housing unit is secure
- e. Speed limits are enforced in our housing area
- f. Overall, we are satisfied with security and safety in our residence and housing area

| | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

GENERAL SATISFACTION WITH CIVILIAN RESIDENCE

73. How much do you AGREE or DISAGREE with the following statements?

- a. If on-base and civilian housing were comparable in quality and cost, we would still prefer civilian housing
- b. If we had a choice of any on-base housing in Hawaii, we would still prefer civilian housing
- c. Community relations between military residents and other residents in our neighborhood are satisfactory
- d. Overall, my spouse is satisfied with our residence
- e. Our present living conditions are having a positive effect on my job performance
- f. Our present living conditions are having a positive effect on my military career intentions
- g. My sponsor was very helpful when I checked into my command

| Strongly agree | Agree | Neither Disagree Nor Agree | Disagree | Strongly Disagree | Does Not Apply Or Don't Know |
|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|------------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

GENERAL PROBLEMS

74. What are the three most serious problems you or your family members have had since moving to Hawaii?
(Please choose ONLY three.)

- a. No problems
- b. Vehicles (e.g., buying, insurance, inspections, repairs)
- c. Storing household goods
- d. Cultural differences
- e. Finding permanent housing
- f. Working conditions of service member
- g. Transportation
- h. Initial housing costs (e.g., deposits, etc.)
- i. Living expenses (including utilities)
- j. Spouse employment opportunities
- k. Child care
- l. Schools (K-6)
- m. Schools (Jr./Sr. High)
- n. Colleges and post-secondary education
- o. Recreation/entertainment
- p. Shopping
- q. Medical care
- r. Dental care
- s. Personal/family adjustment to Hawaii
- t. Security and safety
- u. Separation from Mainland
- v. Handicapped configuration housing
- w. Problems associated with pet ownership
- x. Other

[illegible]

| | |
|------------------|--|
| HOUSING SERVICES | |
|------------------|--|

Please give us feedback on how well we are doing in our job of serving you. All questions apply to your current housing.

HOUSING OFFICE

75. How much do you AGREE or DISAGREE with the following statements?

- a. Housing office staff shows concern for military families
- b. Housing office staff is polite
- c. Housing office staff is informative
- d. The appearance of the housing office is satisfactory
- e. The housing office seems to be well run (service is fast and reliable)
- f. The time it took to process through the housing office was not a problem
- g. Housing office staff works with family members when the service member is away (deployed or TDY/TAD)
- h. Copies of waiting lists are available at area housing offices
- i. The housing office estimate of when quarters would be available was accurate
- j. The housing office explained housing rules to us
- k. Copies of housing rules are available at area housing offices
- l. Family housing rules are properly enforced
- m. Family housing is assigned in a uniform manner
- n. Family housing is assigned in a fair manner
- o. Overall, we are satisfied with housing office services

Strongly agree
Agree
Neither Disagree Nor Agree
Disagree
Strongly Disagree
Does Not Apply Or Don't Know

[illegible]

COMMUNITY HOME FINDING REFERRAL AND RELOCATION SERVICE (CHRRS)

76. How much do you AGREE or DISAGREE with the following statements?

- a. We were given up-to-date, accurate lists of civilian housing when we arrived
- b. We were given maps and school information when we arrived
- c. The housing office offered us information about buying, leasing and contracting for civilian housing
- d. The CHRRS Office at Catlin Park offered us additional information about buying, leasing and contracting for civilian housing
- e. We used the Transportation Assistance Program (TAP)
- f. The TAP was very helpful to us in locating suitable housing
- g. We personally visited the CHRRS office at Catlin Park
- h. Overall, the CHRRS program seems to work well

A 10x10 grid of circles, arranged in 10 rows and 10 columns. The circles are intended for a dot marker activity where students place a dot in each circle.

LOANER FURNITURE AND APPLIANCES

77. How much do you AGREE or DISAGREE with the following statements?

- a. The processing time it took us to get loaner furniture was not a problem
- b. The processing time it took us to get loaner appliances was not a problem
- c. The loaner furniture we used was in good shape
- d. The appliances we used were in good shape
- e. We had enough loaner furniture for our needs
- f. We had loaner furniture long enough to meet our needs
- g. The loaner furniture program was fully explained to us
- h. The 4-day notice required for loaner furniture delivery was not a problem
- i. The 4-day notice required for loaner furniture pick-up was not a problem
- j. Ninety days use of loaner furniture (not appliances) is long enough
- k. We were told at the housing office that washers and dryers are available for residents of both government and civilian housing
- l. Overall, we feel the loaner furniture and appliance program is good

[illegible]

TEMPORARY LODGING ALLOWANCE (TLA)

78. How much do you AGREE or DISAGREE with the following statements?

- a. The TLA is extended when needed
- b. The TLA program relieves financial problems for military personnel
- c. The Housing Office maintains a good list of hotels in Hawaii
- d. We had no problem with most of the TLA hotels being located in Waikiki
- e. We received information about TLA before arriving in Hawaii
- f. We were briefed on TLA at the Housing Office
- g. The TLA facility we stayed in was satisfactory (lodging and meals)
- h. The TLA program allowed us adequate time to find suitable civilian housing
- i. Overall, we are satisfied with the TLA program

COMMENTS

Any other comments about your civilian housing or our performance, or suggestions for improvements?
Please enter in the space provided below any comments you may have. Attach additional sheets if necessary.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

THANK YOU FOR HELPING US SERVE YOU BETTER!

If you have any questions, please call Dr. Herb Baker
DSN 553-7639 or (619) 553-7639

Please put the survey in the pre-addressed envelope and return within 10 days to:



**Navy Personnel Research and Development Center
San Diego, CA 92152-7250**



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